

UNIVERGE SV8100

CTI Installation Manual
Version 1.06

Document History

July 2009 Initial Release.

Sept 2009 Revised to include Hotdesking.

May 2010 Add Server 2008 / 64 BIT support.

Nov 2010 Add enable / disable TAPI client.

Jan 2011 –Add Outlook dialling rules / Add IP Address of CTI Device

April 2012 –Added SBS support, Citrix and Virtual Server environment

Feb 2013 – Add Windows 8 / Server 2012 support

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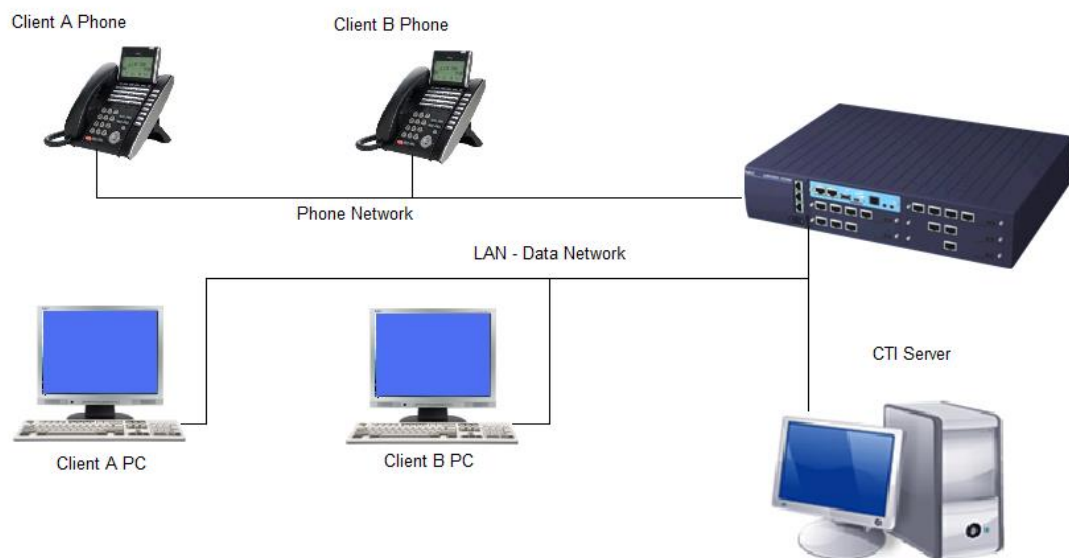
General Description

The primary function of Computer Telephony Integration (CTI) is to allow a PC based application to use an SV8100 telephone extension. The most common functions of these applications are to perform Screen popping and call control. There are two modes of CTI that can be used on the SV8100, 1st Party and 3rd Party.

1st Party CTI (TAPI 1.4) runs over a LAN and is designed to allow you to connect an SV8100 telephone extension to a PC via the Ethernet connection on the SV8100. It is aimed for smaller office of between 1 and 10 users. The 1st Party driver is installed onto each PC that needs to run 1st Party CTI and talks directly to the SV8100.

3rd Party CTI employs a similar concept, running on a LAN to allow a user to control their extension using a TAPI application. The driver used for 3rd Party CTI is installed on to a CTI Server that is responsible for all of the TAPI communication to the SV8100 from all of the TAPI clients.

Both drivers can connect to either the CCPU or an IPLA/B depending on which is being used.



CTI is a licensed module on the SV8100 and will only work when the appropriate licenses are installed on the CPU.

BE107580 - 1st Party CTI (0111)

BE107577 - 3rd Party CTI (0112)

The CTI interface is provided 'as-is', without support of any kind including but not limited to the support and warranty for fitness for a particular purpose or 3rd party application. In no event NEC Unified Solutions is liable for any claim, damage or other liability, whether in action of contract, tort or otherwise, arising from, out of or in connection with the use or other dealing on this interface.

1st Party CTI

Requirements

Following are the minimum specifications required to use 1st Party CTI over LAN.

Telephone System

SV8100	Running version 8 or above software and a TCPIP connection to either the CCPU or the IPLA/B
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PC

Operating System	Windows 2000 Professional SP4 (32 Bit Only) Windows XP Professional Min SP2 (32 Bit Only) Windows Vista Business, Ultimate, Enterprise (32 Bit Only) Windows 7 Professional, Ultimate, Enterprise (32/64 Bit) Windows 8 Professional, Windows 8 Enterprise (32/64 Bit) Windows Server 2003 (32 Bit Only) Windows Server 2008 (32 Bit Only) Windows Server 2008 R2 (64 Bit Only) Windows Small Business Server 2003 (32 Bit Only) Windows Small Business Server 2008 (64 Bit Only) Windows Small Business Server 2011 (64 Bit Only) Windows Server 2012 (64 Bit Only)
CPU	2.5GHZ
Memory	1GB
Network Card	Using TCP/IP (Including WINS, DNS services),

A Maximum of 128 1st Party CTI clients can be used on an SV8100.

The setup requires you to be logged onto the PC Server as a Local Administrator.

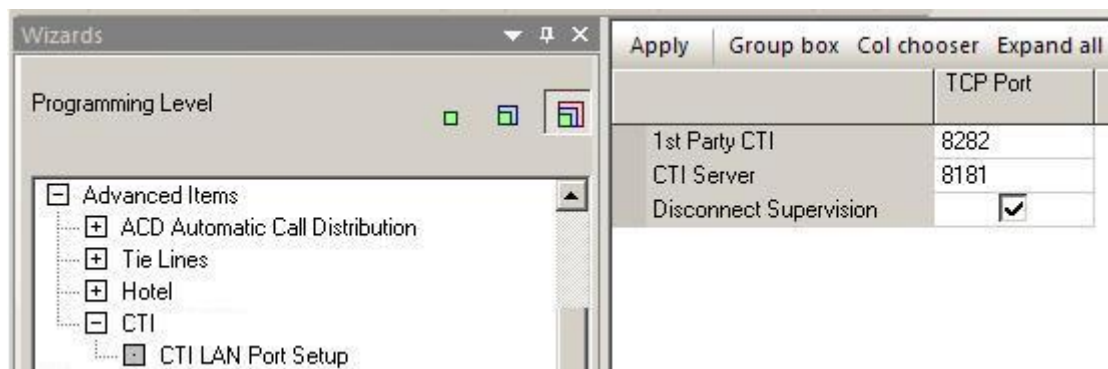
If a firewall is present Port 8282 should be made an exception so as not to block/delay TAPI information.

Note: The above are the specification for TAPI set-up only. They may differ when you install an application.

Configuring the SV8100

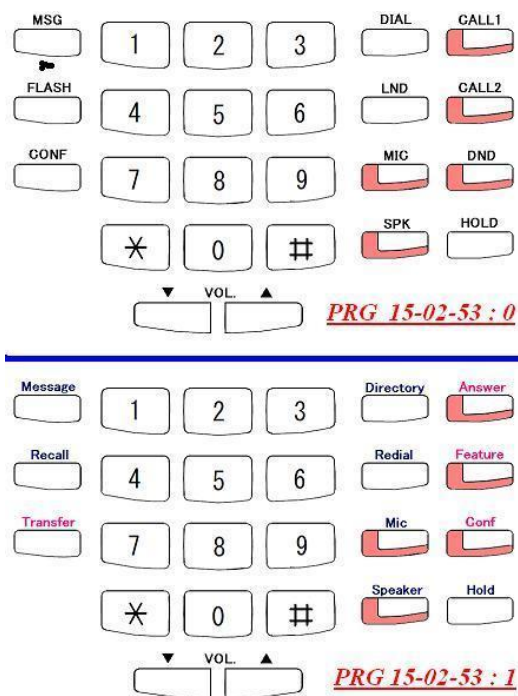
The SV8100 should have an IP address assigned to the CCPU or IPLA card that is connected to the network. A TCP Port has to be assigned to the 1st Party CTI driver to connect to, the recommended port is 8282.

Assign the port in Wizards / Advanced Items / CTI / CTI LAN Port Setup (PRG 10-20 Dev9.) Set the 1st Party CTI TCP Port to 8282.



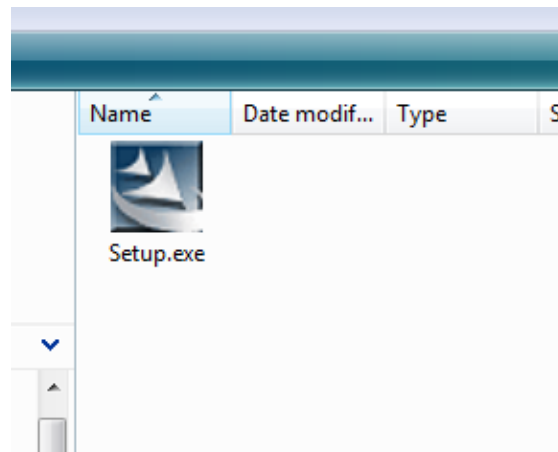
A license is required for each 1st Party CTI client that will be concurrently used (BE107580). You can use 128 1st party CTI clients when the 60 day license is running.

If using Aspire Phones (Model C) programming command 15-02-53 must be set to a 1. This changes the operation of the phone to a DT3xx/7xx

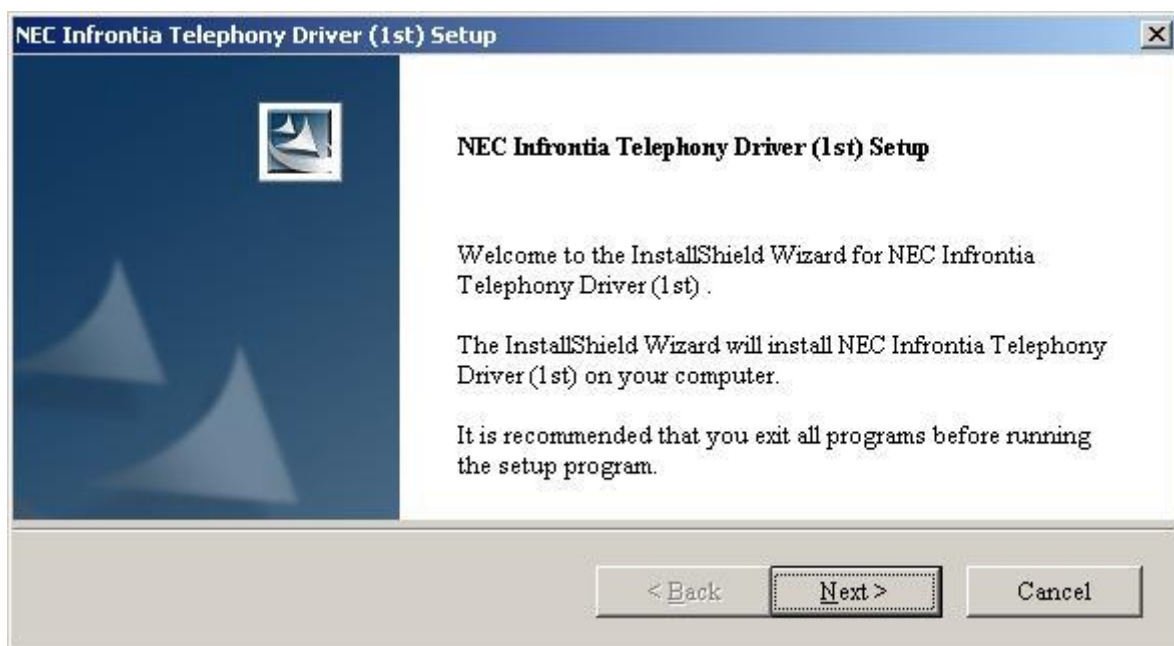


Installing the 1st Party TSP

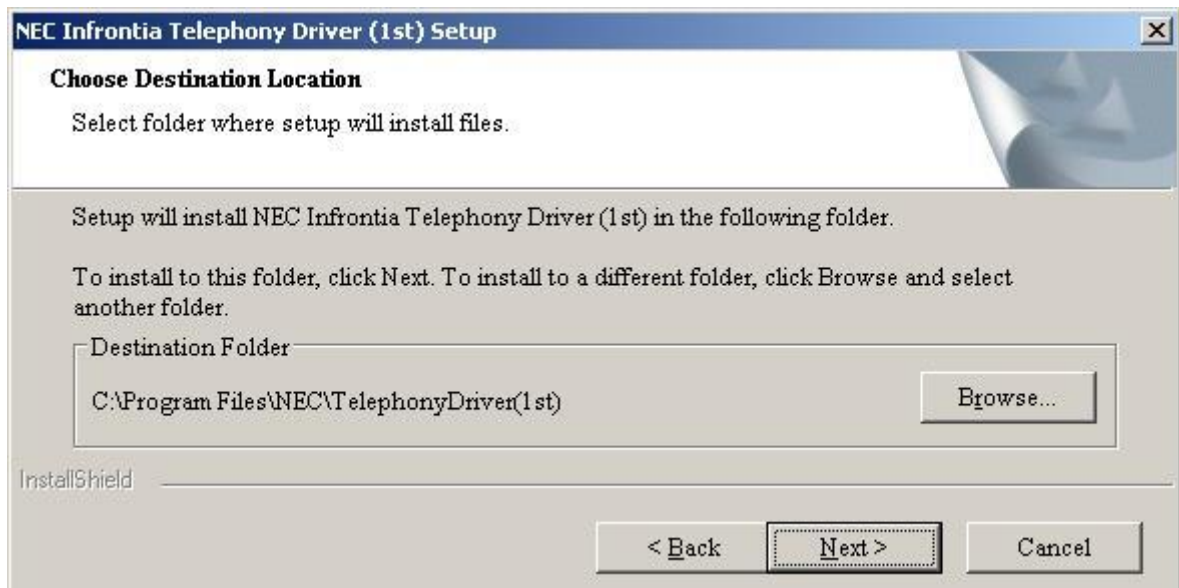
Before you can install the software, you have to logon to the PC as an administrator. To install the 1st Party TSP, extract the software from the technical DVD and run the 'Setup.exe' application.



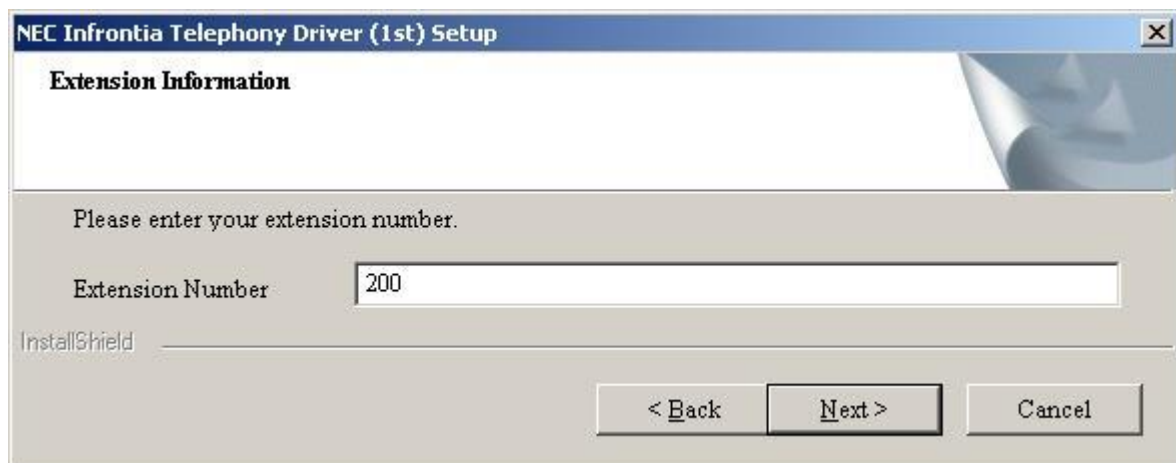
At the welcome screen, click next.



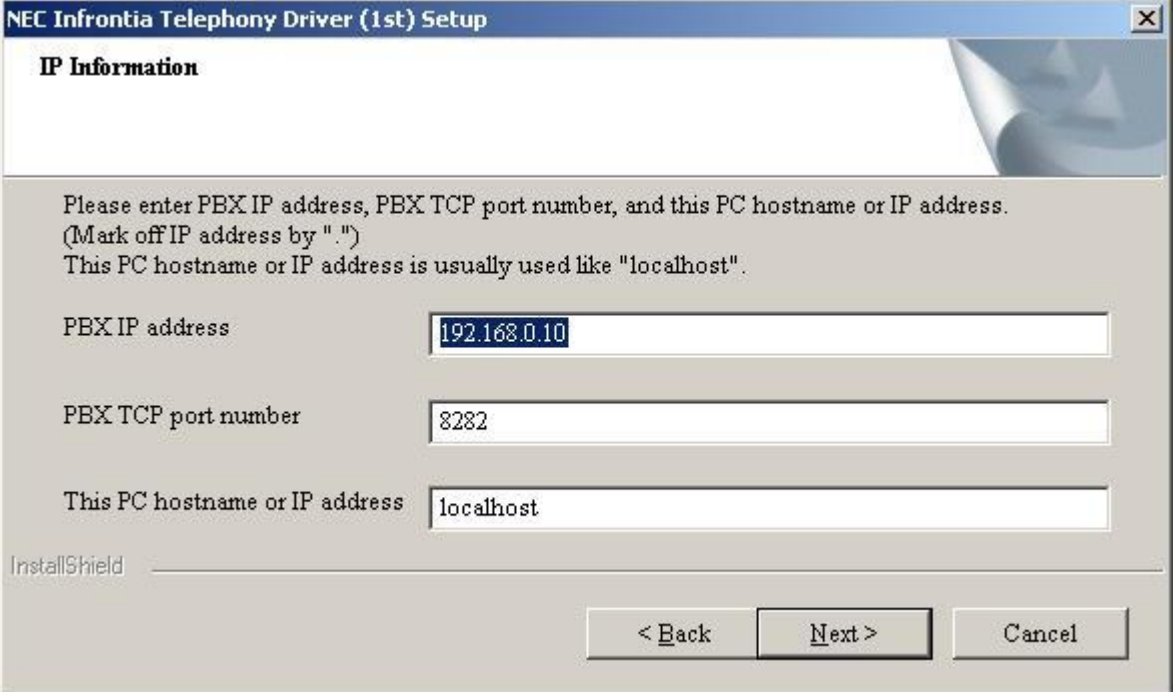
Choose the folder that the TSP will be installed to and click next. Use the browse button to select a different location should you need to.



Enter the extension number that will be associated with the PC and click next.



Enter the IP Address of the SV8100 and the TCP Port that was assigned when configuring the SV8100 (10-20-09), this is usually 8282. Leave to 'This PC hostname or IP Address' set a 'localhost' and click next to continue.



NEC Infrontia Telephony Driver (1st) Setup

IP Information

Please enter PBX IP address, PBX TCP port number, and this PC hostname or IP address.
(Mark off IP address by ".")
This PC hostname or IP address is usually used like "localhost".

PBX IP address: 192.168.0.10

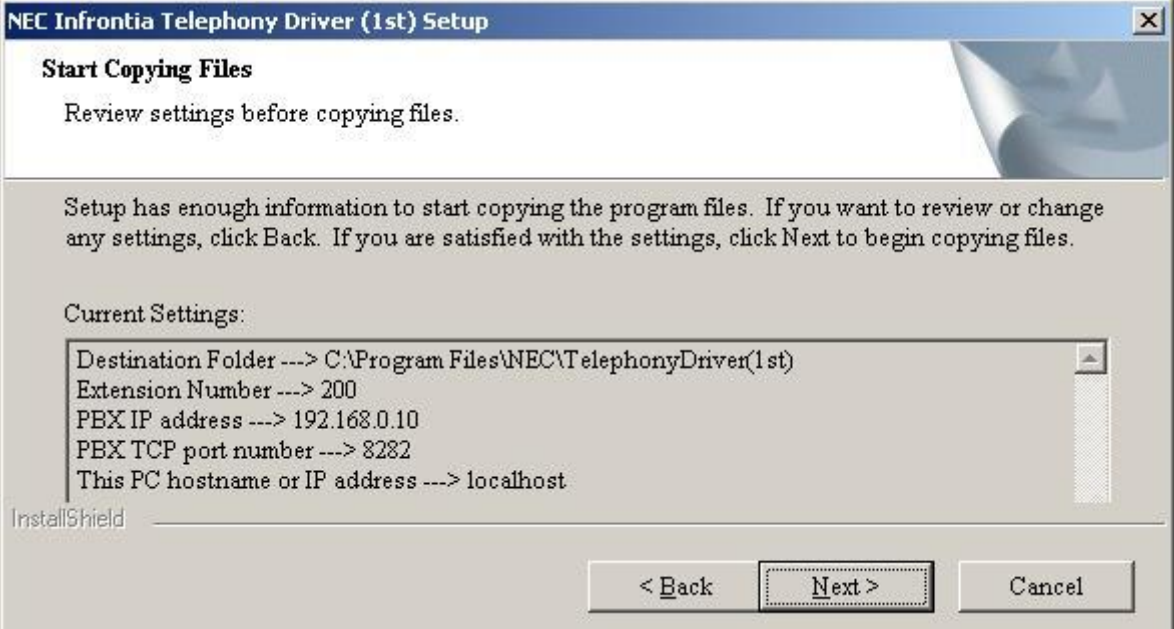
PBX TCP port number: 8282

This PC hostname or IP address: localhost

InstallShield

< Back Next > Cancel

Before the software actually goes off and installs, you can review the options that have been configured. Click next to continue.



NEC Infrontia Telephony Driver (1st) Setup

Start Copying Files

Review settings before copying files.

Setup has enough information to start copying the program files. If you want to review or change any settings, click Back. If you are satisfied with the settings, click Next to begin copying files.

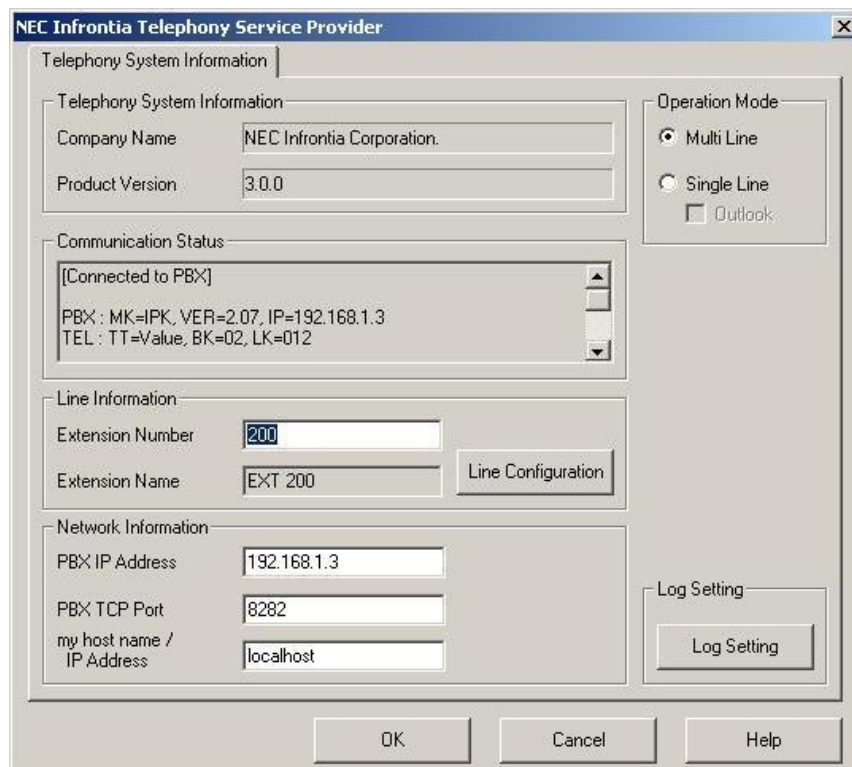
Current Settings:

- Destination Folder ---> C:\Program Files\NEC\TelephonyDriver(1st)
- Extension Number ---> 200
- PBX IP address ---> 192.168.0.10
- PBX TCP port number ---> 8282
- This PC hostname or IP address ---> localhost

InstallShield

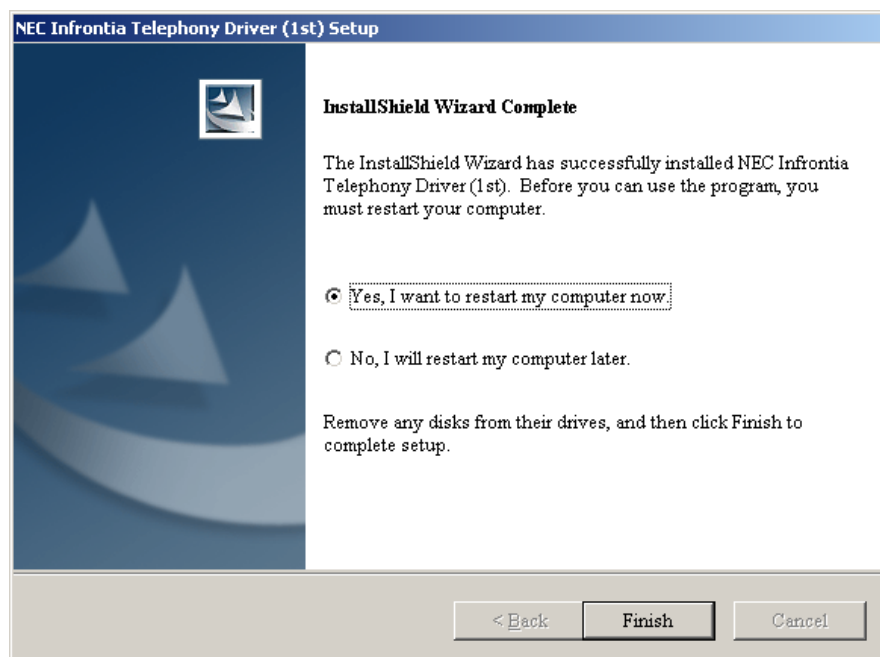
< Back Next > Cancel

After the software has installed, the TSP will initialise, once initialised, the configuration screen is displayed. Under the Communication Status, you can see if the TSP is connected to the SV8100. Click ok to continue.



The screenshot shows the 'NEC Infrontia Telephony Service Provider' configuration window. It has a tabbed interface with 'Telephony System Information' selected. The window is divided into several sections: 'Telephony System Information' with fields for 'Company Name' (NEC Infrontia Corporation) and 'Product Version' (3.0.0); 'Communication Status' showing '[Connected to PBX]' and details like 'PBX : MK=IPK, VER=2.07, IP=192.168.1.3' and 'TEL : TT=Value, BK=02, LK=012'; 'Line Information' with 'Extension Number' (200) and 'Extension Name' (EXT 200), plus a 'Line Configuration' button; and 'Network Information' with fields for 'PBX IP Address' (192.168.1.3), 'PBX TCP Port' (8282), and 'my host name / IP Address' (localhost). On the right, there's an 'Operation Mode' section with radio buttons for 'Multi Line' (selected), 'Single Line', and a checkbox for 'Outlook'. Below that is a 'Log Setting' button. At the bottom are 'OK', 'Cancel', and 'Help' buttons.

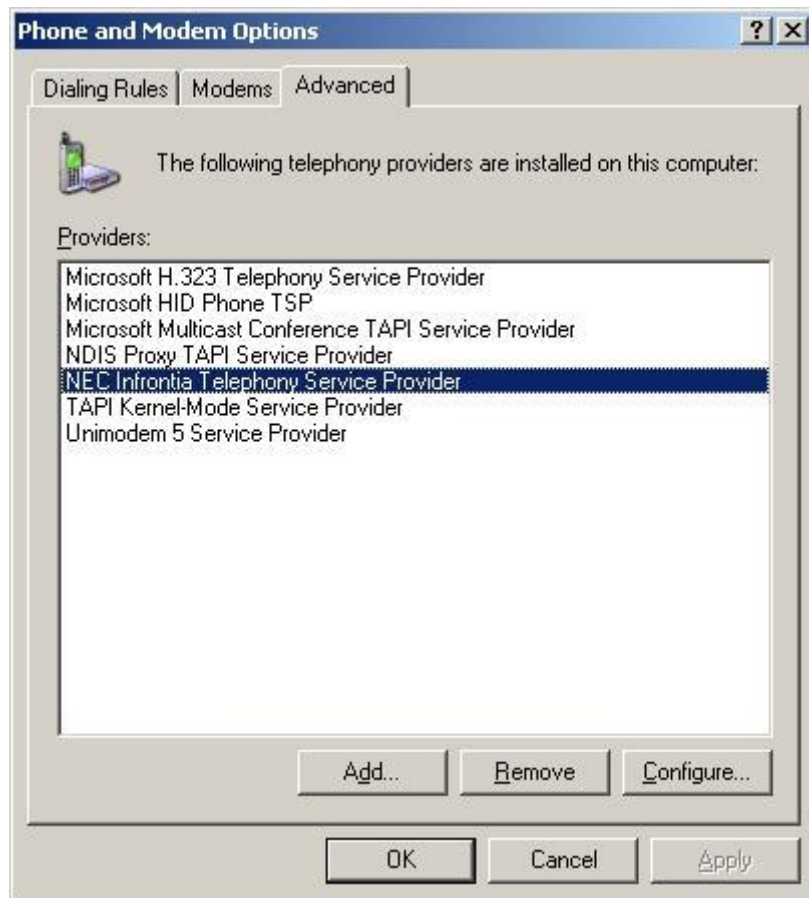
Select Yes, I want to restart my computer now and click finish to complete the installation.



The screenshot shows the 'NEC Infrontia Telephony Driver (1st) Setup' completion window. It features a blue sidebar with a sailboat icon. The main area has the title 'InstallShield Wizard Complete' and a message: 'The InstallShield Wizard has successfully installed NEC Infrontia Telephony Driver (1st). Before you can use the program, you must restart your computer.' Below this are two radio button options: 'Yes, I want to restart my computer now' (selected) and 'No, I will restart my computer later.' A note at the bottom says: 'Remove any disks from their drives, and then click Finish to complete setup.' At the bottom of the window are '< Back', 'Finish', and 'Cancel' buttons.

The Machine must now be restarted.

To review the configuration of the 1st Party TSP, look in Control Panel / Phone and Modem Options / Advanced and select NEC Infrontia Telephone Service Provider.



Click the Configure button and you are able to change any of the options. To change any of the information, over type the existing text and click OK.

The screenshot shows the 'NEC Infrontia Telephony Service Provider' configuration window. It has a title bar with a close button. The window is divided into several sections:

- Telephony System Information:** Contains fields for 'Company Name' (filled with 'NEC Infrontia Corporation.') and 'Product Version' (filled with '3.0.0').
- Communication Status:** A text area showing '[Connected to PBX]' and technical details: 'PBX : MK=IPK, VER=2.07, IP=192.168.1.3' and 'TEL : TT=Value, BK=02, LK=012'.
- Line Information:** Contains 'Extension Number' (filled with '200') and 'Extension Name' (filled with 'EXT 200'). There is a 'Line Configuration' button to the right.
- Network Information:** Contains 'PBX IP Address' (filled with '192.168.1.3'), 'PBX TCP Port' (filled with '8282'), and 'my host name / IP Address' (filled with 'localhost').
- Operation Mode:** A group box containing radio buttons for 'Multi Line' (selected) and 'Single Line', and a checkbox for 'Outlook'.
- Log Setting:** A group box containing a 'Log Setting' button.

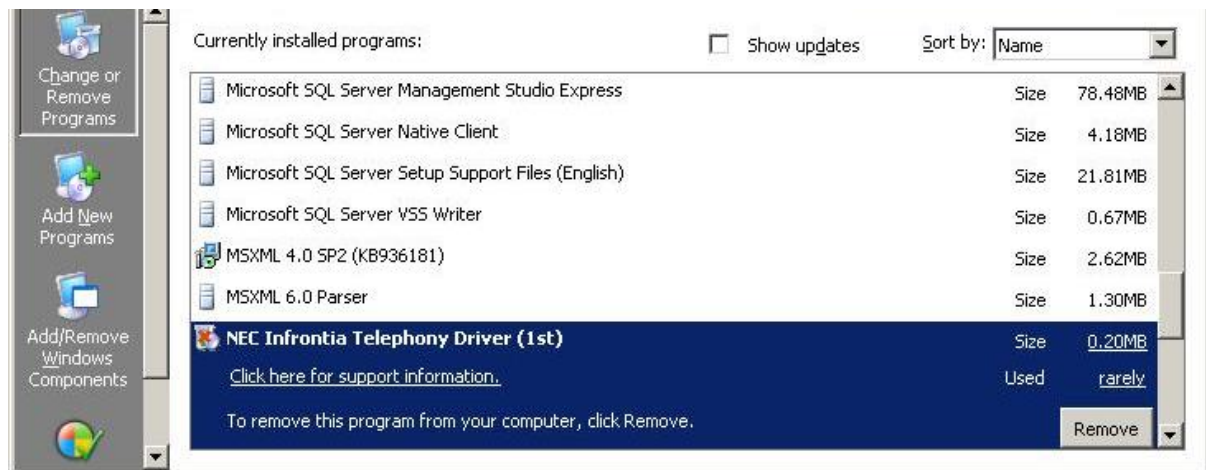
At the bottom of the window are three buttons: 'OK', 'Cancel', and 'Help'.

Any changes that are made will require a reboot in order to take effect.

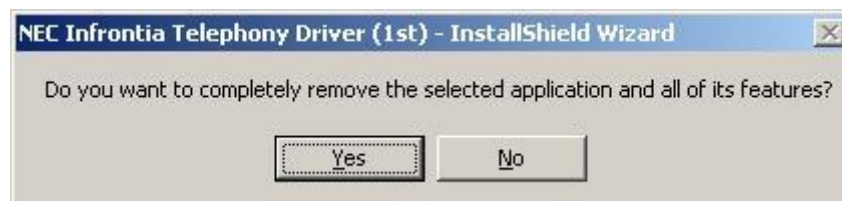


Un-Installing the 1st Party Driver

To remove the TSP from a PC, go into Control Panel / Add and Remove Programs, find 'NEC Infrontia Telephony Driver (1st)', and then click Remove.



When prompted, click Yes to begin removing the TSP.



To complete the un-installation, the PC will need to be restarted. Either select Yes or No and click Finish.



3rd Party CTI

Requirements

Following are the minimum specifications required to use 3st Party CTI. Depending on what type of TAPI application will be used, it may be necessary to use a Windows Server. The 3rd Party TSP is installed on to the PC acting as the TAPI server. Some TAPI applications take responsibility for the communications between their application and the TAPI server. Other applications need to have the TAPI enabled on each PC. If TAPI has to be enabled on client PC's then a Windows Server operating system is required. If TAPI communications is handled by the TAPI application then any of the operating listed below can be used.

Telephone System

SV8100	Running version 8 or above software and a TCP/IP connection to either the CCPU or the IPLA/B
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PC

Operating System	Windows Server 2000 Server SP4 (32Bit Only) Windows Server 2003 SP2 (32Bit Only) Windows Server 2008 (32 / 64 Bit) Windows 2000 Professional SP4 (32 Bit Only) * Note 1 Windows XP Professional Min SP2 (32 Bit Only) * Note 1 Windows Vista Business, Ultimate, Enterprise (32 Bit Only) * Note 1 Windows 7 Business, Ultimate, Enterprise (32 and 64 Bit) * Note1 Windows 8 Professional, Windows 8 Enterprise (32/64 Bit) * Note1 Windows Small Business Server 2003 (32 Bit Only) * Note1 Windows Small Business Server 2008 (64 Bit Only) * Note1 Windows Small Business Server 2011 (64 Bit Only) * Note1 Windows Server 2012 (64 Bit Only) * Note1
CPU	2.5GHZ
Memory	1GB
Network Card	Using TCP/IP (Including WINS, DNS services),

Note: The above are the specification for TAPI set-up only. They may differ when you install an application.

***Note 1:** Only Server Operating systems can provide TAPI sharing and have to be used in a Domain environment.

A dedicated PC Server is strongly recommended for the SV8100 CTI Server.

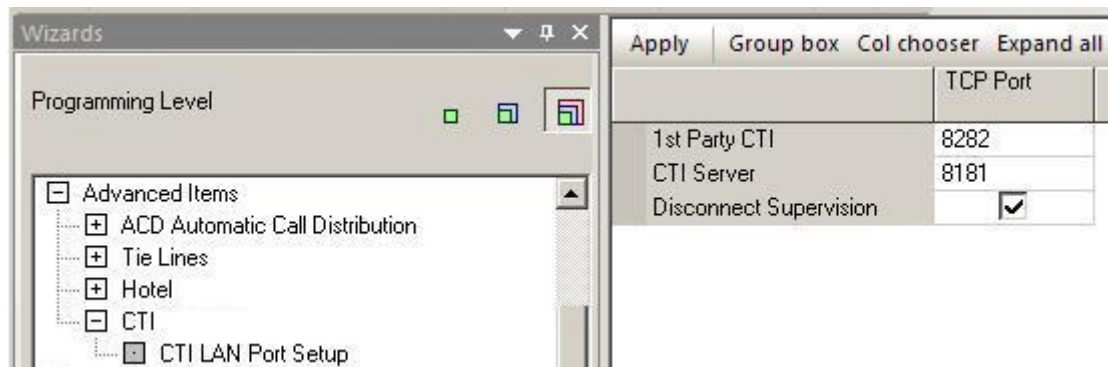
Virtual environments are supported.

The setup requires you to be logged onto the PC Server as a Local Administrator. The server should be connected to the network via the TCP/IP Protocol (Including WINS, DNS services), and should include the appropriate number of Client Access Licenses. An IT Administrator is normally required during the installation.

Configuring the SV8100

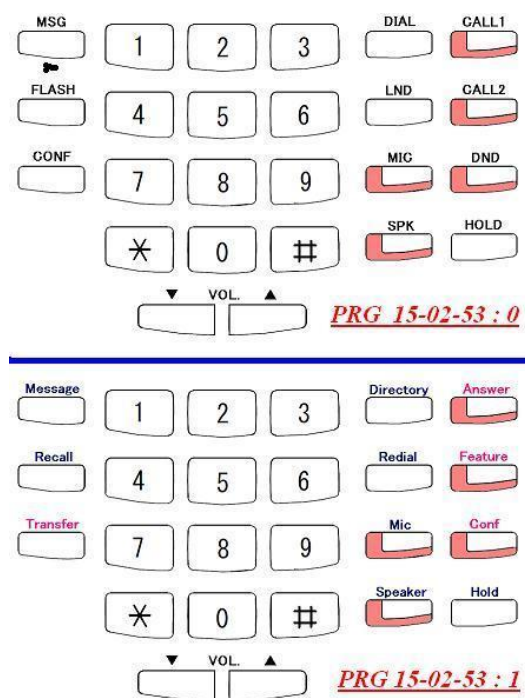
The SV8100 should have an IP address assigned to the CCPU or IPLA card that is connected to the network. A TCP Port has to be assigned for 3rd Party CTI to connect to, the recommended port is 8181.

Assign the port in Wizards / Advanced Items / CTI / CTI Server (PRG 10-20 Dev1.) Set the CTI Server TCP Port to 8181.



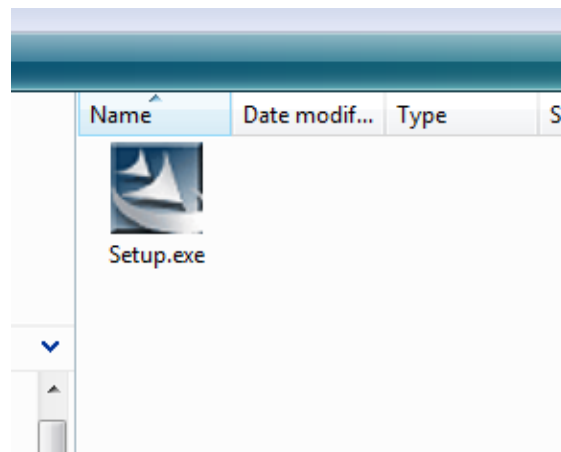
A license is required to turn on 3rd Party CTI on an SV8100 (BE107577). Once enabled any number of extensions can use the TAPI service.

If using Aspire Phones (Model C) programming command 15-02-53 must be set to a 1. This changes the operation of the phone to a DT3xx/7xx

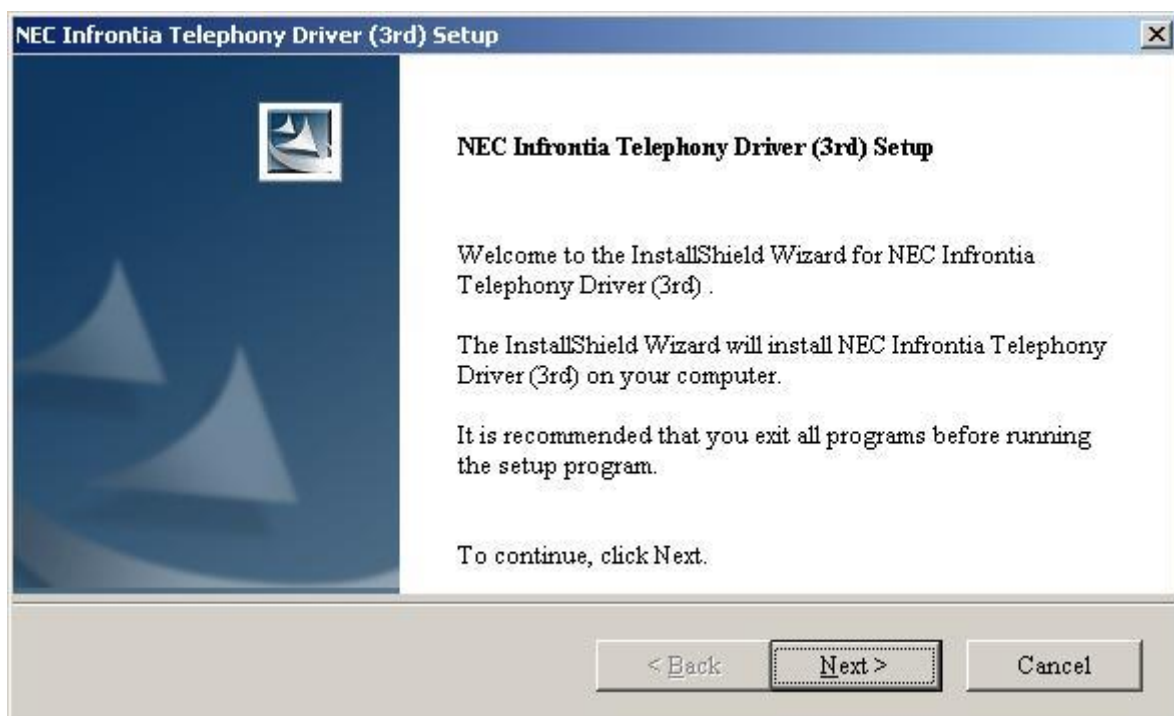


Installing the 3rd Party Driver

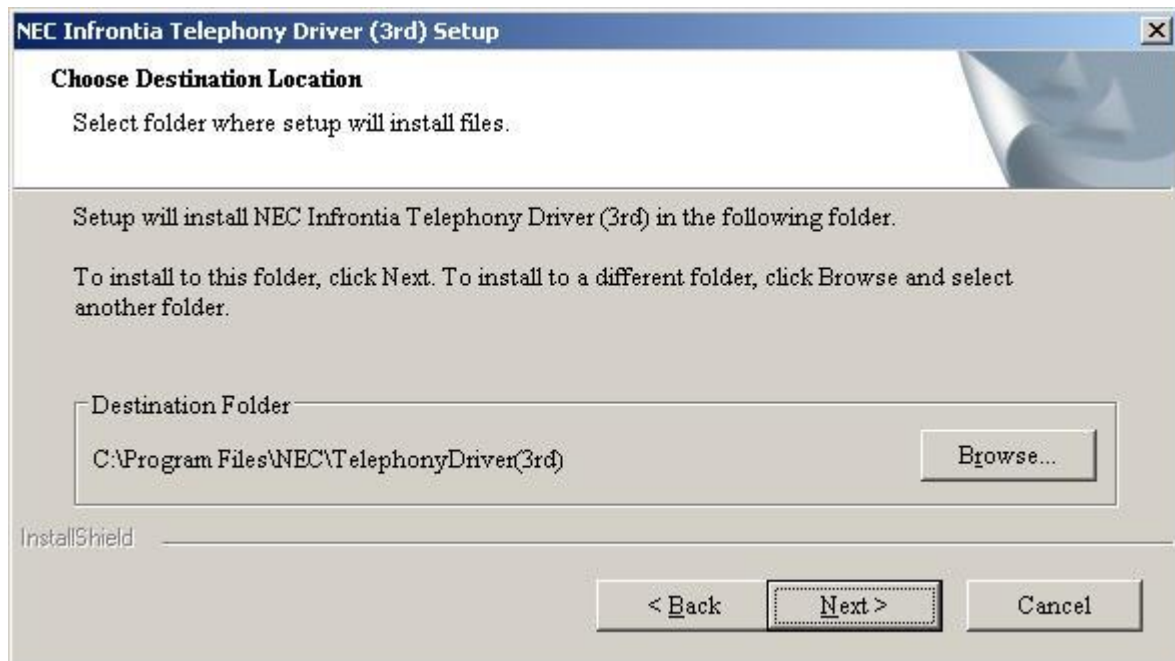
Before you can install the software, you have to logon to the PC as an administrator. To install the 3rd Party TSP, extract the software from the technical DVD and run the 'Setup.exe' application.



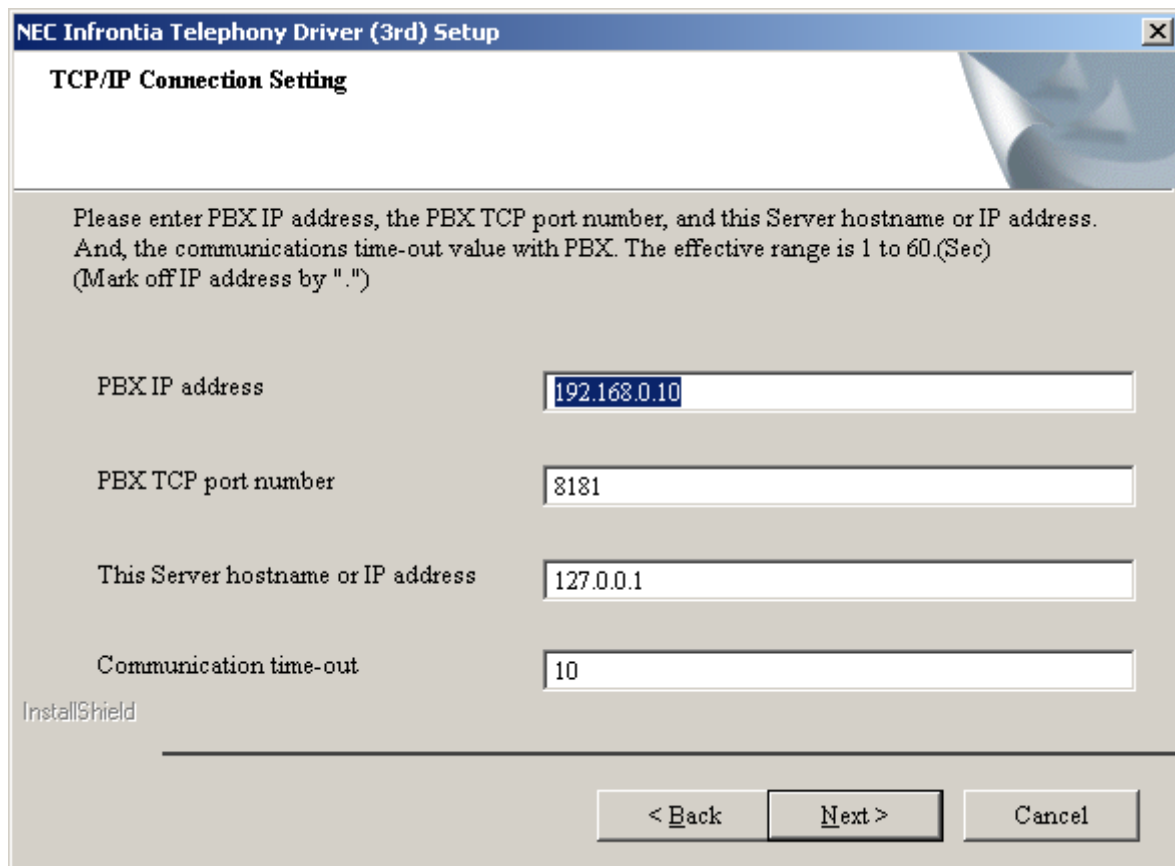
At the welcome screen, click next.



Choose where the software will be installed to and click next. Should you wish to change the location where the software is installed to, click the browse button.



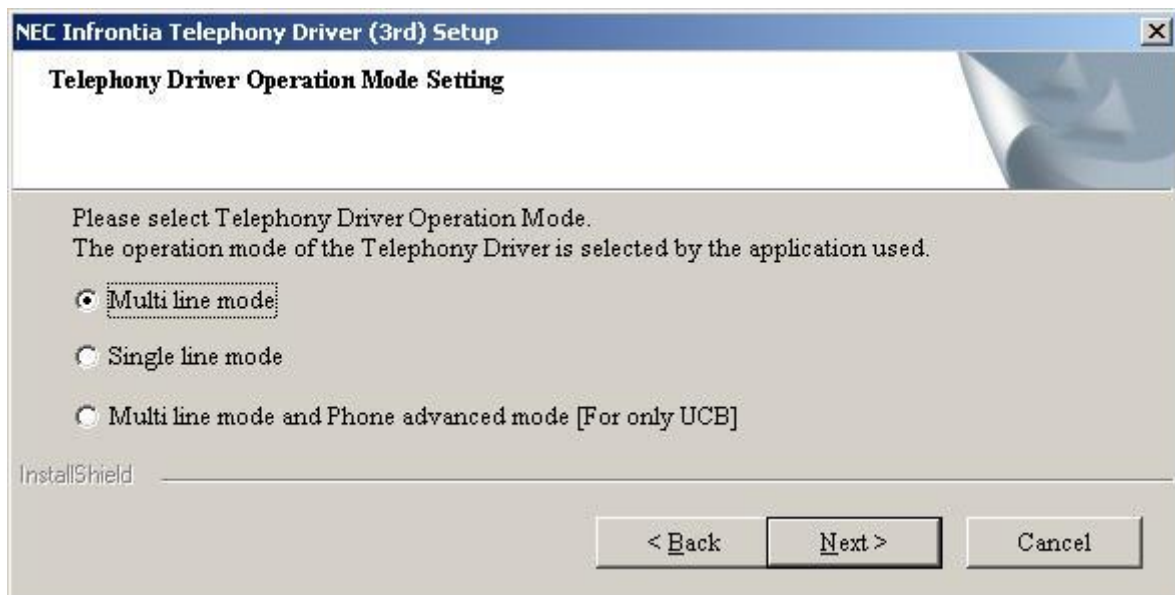
Enter the IP address of the SV8100 and the TCP Port number that has been configured (10-20-01). Leave the 'This Server hostname or IP address' set as 127.0.0.1 and the 'communication time-out' set to 10. Click next to continue.



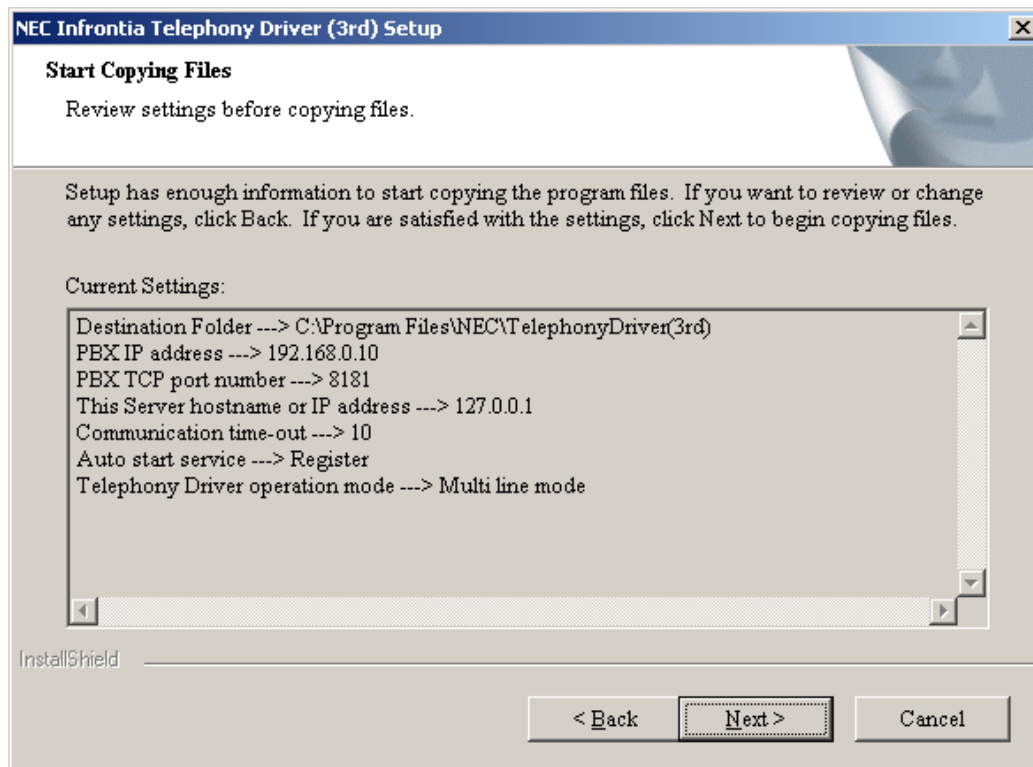
Select 'Register' on the Service Setting screen and click next.



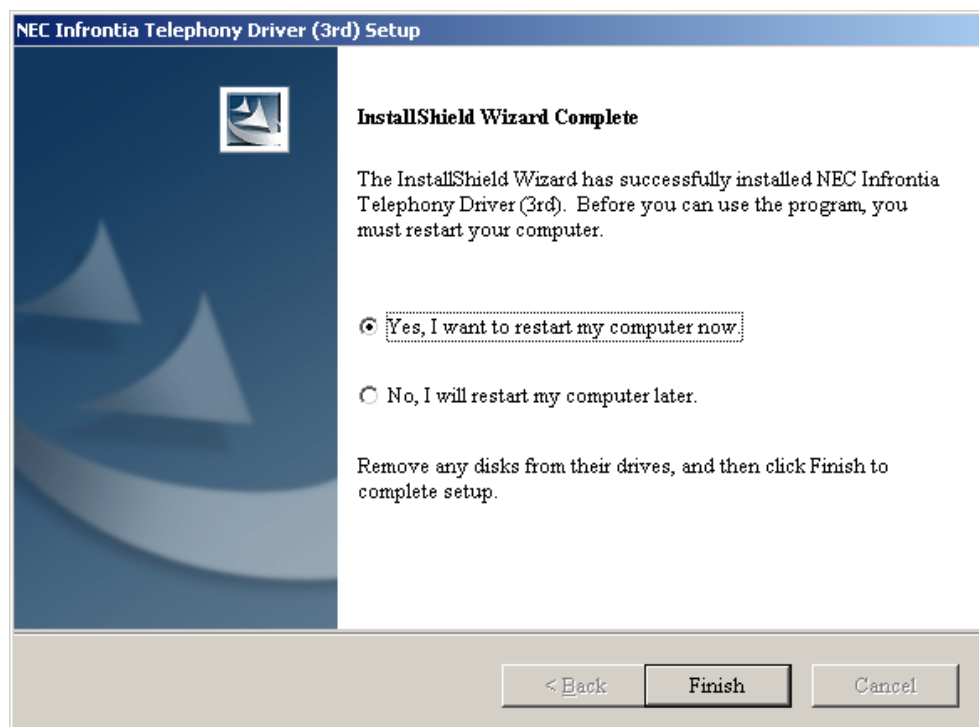
Now choose either Multi line mode, Single Line Mode or Multi line mode and Phone advanced mode (For only UCB.) Multi and Single line are different modes in which TAPI applications can use the TAPI service. You should choose which ever mode the application you are using supports. If products such as Desktop Suite Attendant or MyCalls are to be used this must be Multi-line mode. For UCB installations select Multi line mode and Phone advanced mode (For only UCB) and click next.



Review the settings displayed in the current settings window and click next. If any entry is incorrect, click the back button to return to previous entry screens.



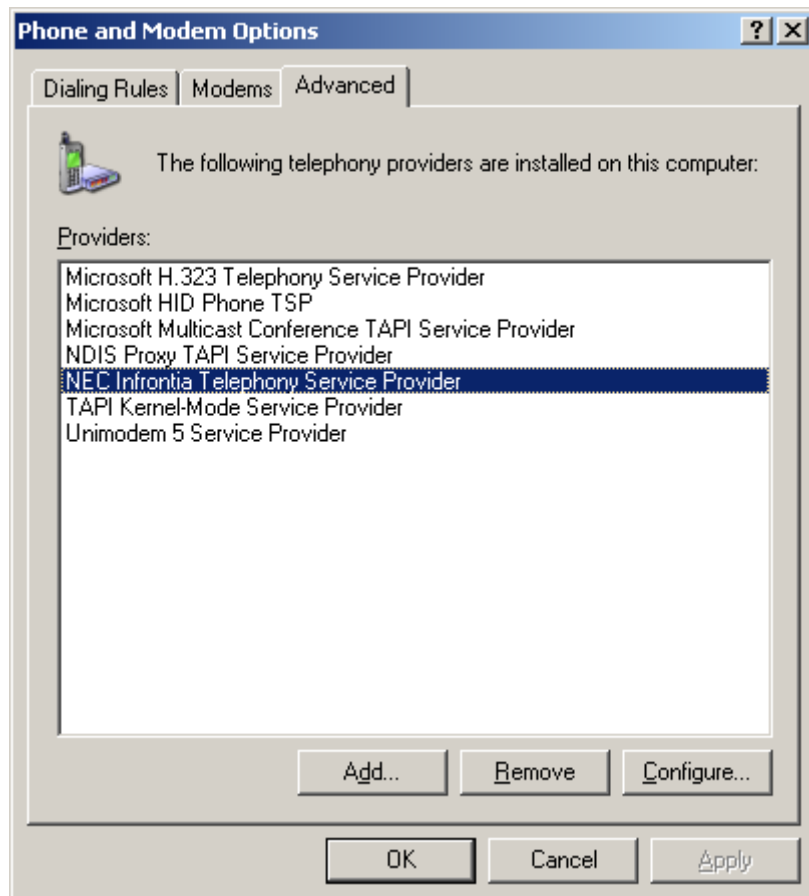
When copying files is complete, the following InstallShield Wizard Complete screen appears. Select Yes, I want to restart my computer now and click Finish.



The computer should now be restarted.

Configuring the 3rd Party TSP

To look at the configuration of the TSP, look in Control Panel > Phone and Modem Options > Advanced



Click on NEC Infrontia Telephony Service Provider. Here can be seen details of version, IP address, etc

The screenshot shows the 'NEC Infrontia Telephony Service Provider' window with two tabs: 'Telephony System Information' and 'Device'. The 'Telephony System Information' tab is active, displaying the following fields:

- Company Name:** NEC Infrontia Corporation.
- Product Version:** 1.5.0
- Operation Mode:** Multi Line (selected), Single Line
- Communication Status:** [Connected to PBX]
PBX : MK=IPK, VER=2.00, IP=192.168.0.10
- Network Information:**
 - PBX IP Address:** 192.168.0.10
 - PBX TCP Port:** 8181
 - my host name / IP Address:** 127.0.0.1
 - Communication timeout:** 10
- Log Setting:** Log Setting (button)

At the bottom of the window are buttons for OK, Cancel, and Help.

Also logging can be changed at this point for diagnostic purposes.

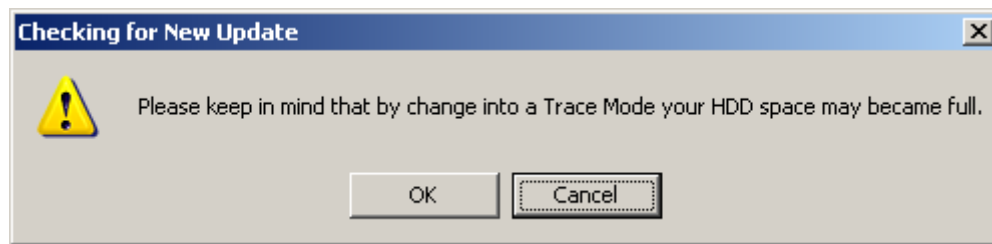
Click on Log Setting

The screenshot shows the 'Log Setting' dialog box with the following options:

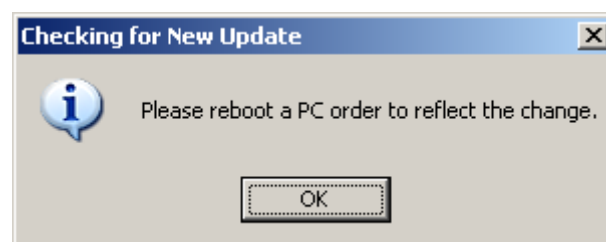
- Log Mode:**
 - ☒ Normal mode
 - ☐ Trace mode

At the bottom of the dialog box are buttons for OK, Cancel, and Help.

For enhanced logging (call tracing etc, for escalation purposes) select Trace mode. Please bear in mind this creates daily log files that can over time use a large amount of hard disk space. Click OK to continue.

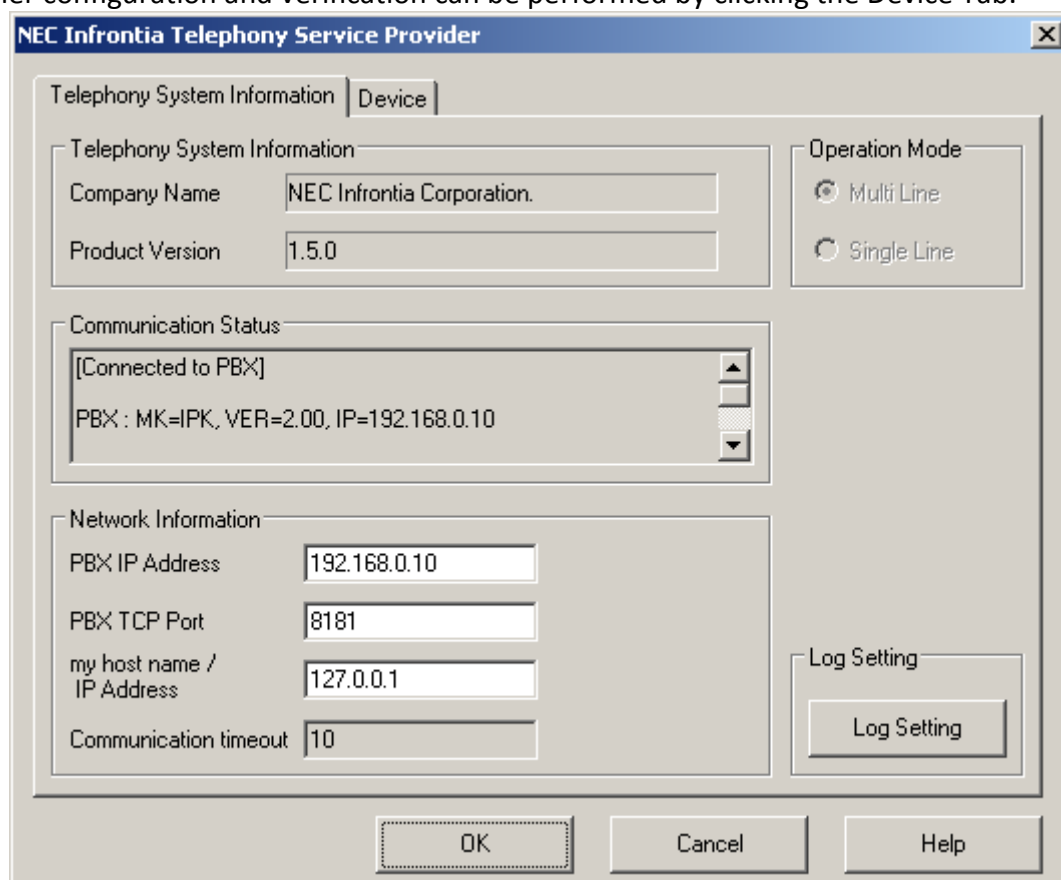


The change in logging requires a reboot to take affect.

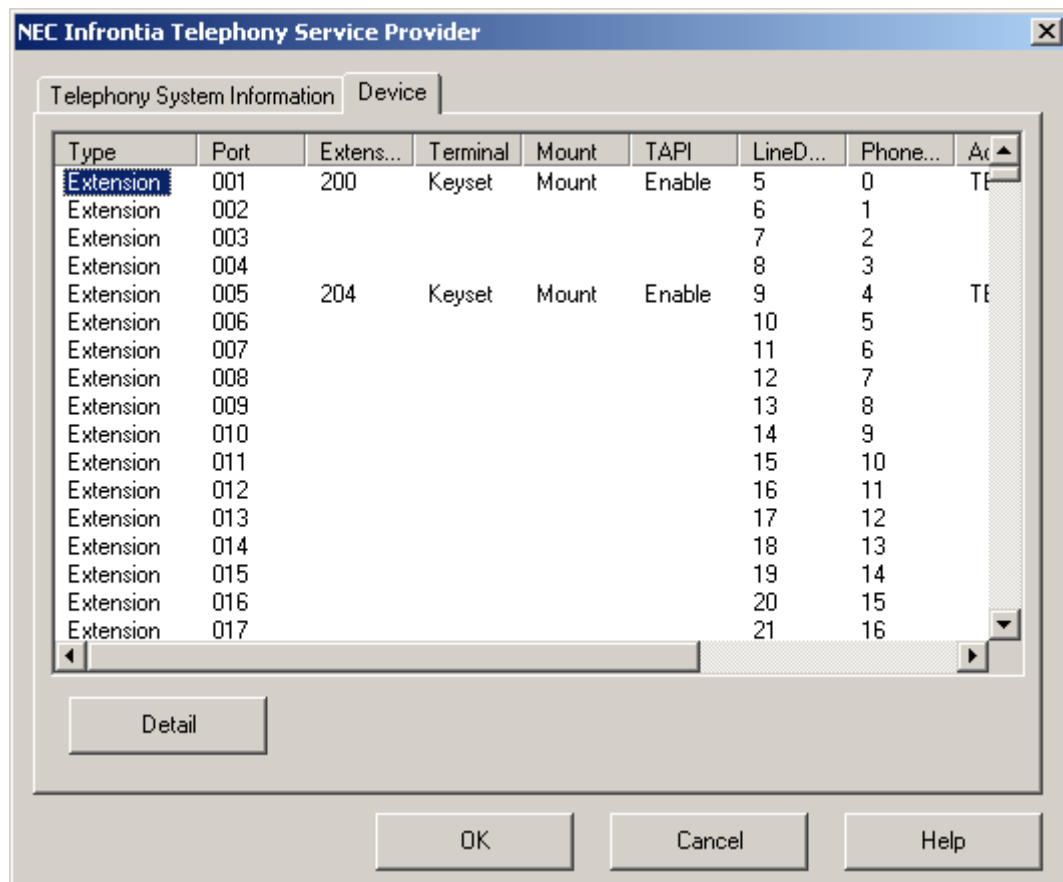


It is recommended to leave as normal logging unless instructed otherwise.

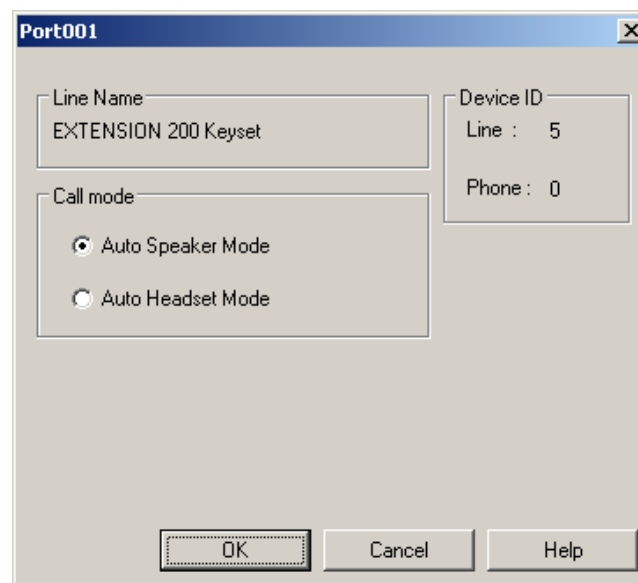
Further configuration and verification can be performed by clicking the Device Tab.



Here can be seen the currently plugged in extension and the information relating to this.



By highlighting an extension then pressing Detail you can view/change the handset/headset operation within TAPI. Select the mode required. Auto Speaker Mode if the extension has no headset or Auto Headset Mode if extension has headset.



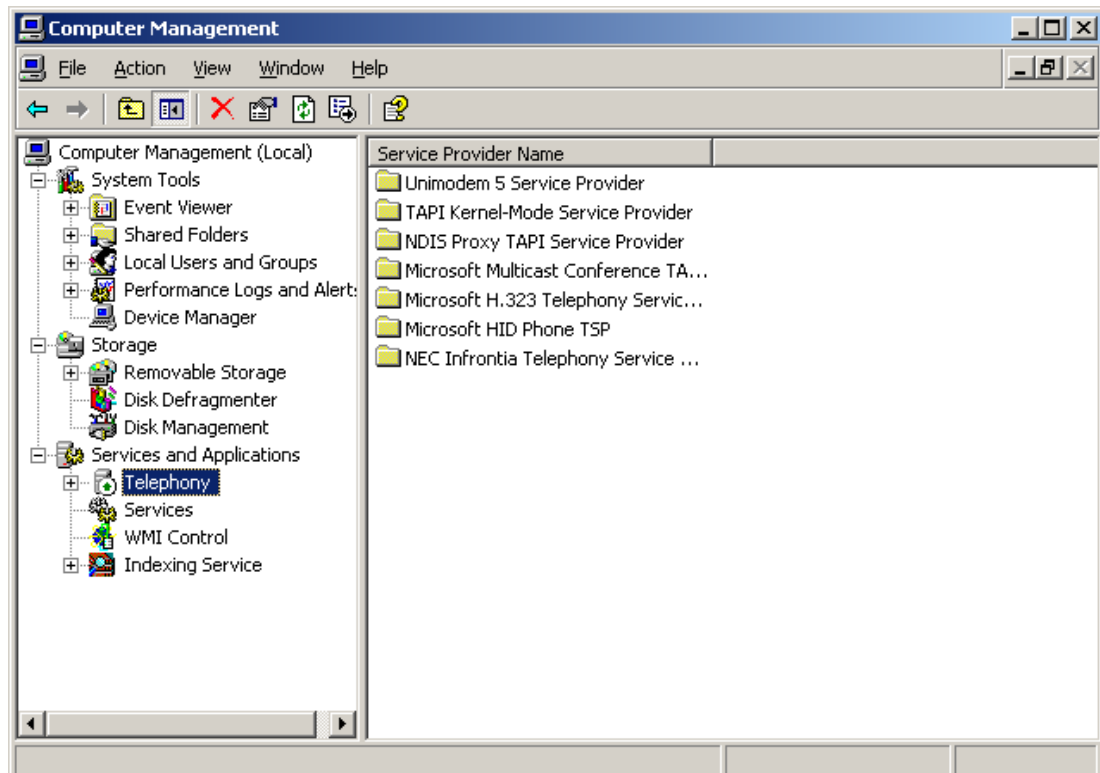
To exit, click CANCEL then click OK until you have exited to the Control Panel. Double-click in the upper left hand corner of the Control Panel to close the window.

Enabling TAPI Server

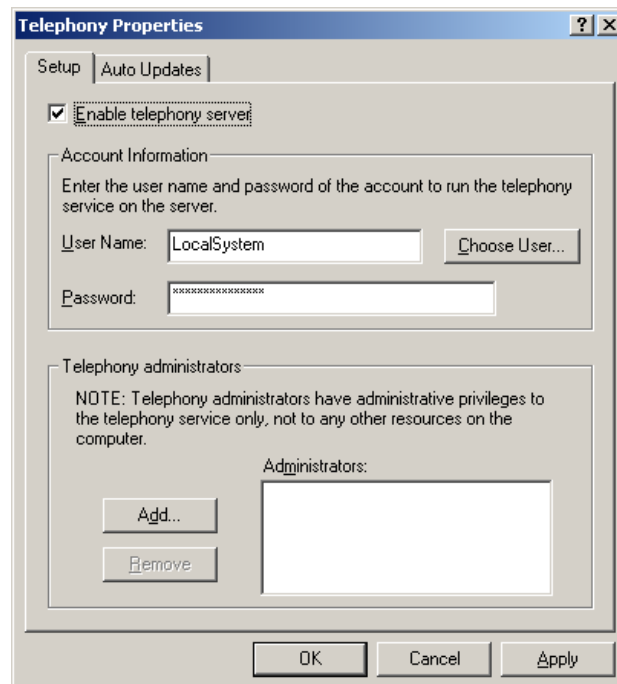
The previous installation steps provide TAPI on the PC installed. To allow other PC users to use the TAPI services the TAPI server must be enabled.

Windows 2003 Server

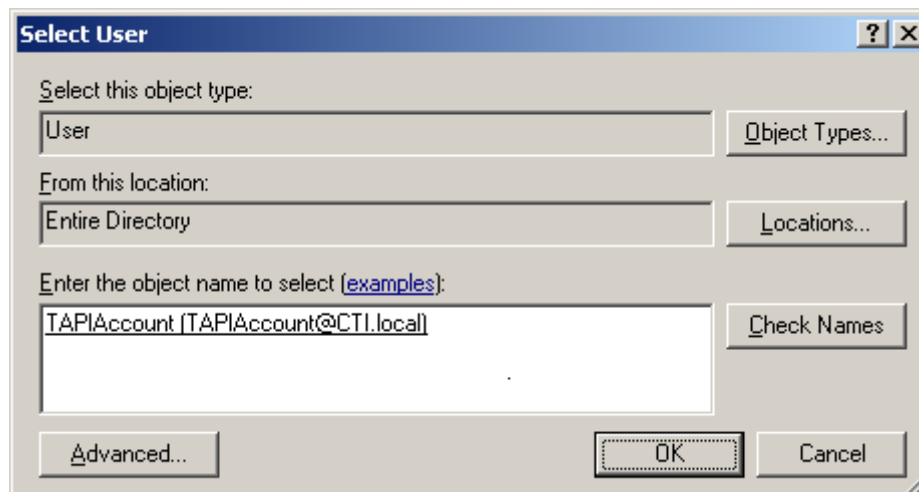
To do this click Start-Programs- Administrative Tools-Computer Management. Double click Services and Applications and right click on Telephony. Select Properties.



In the Telephony Properties, tick the box which says 'Enable Telephony Server.' Below in the user name field, click the choose user button.



The Select User window will appear, type in the name and select Check Names. The account must be a Windows Domain account with local admin rights. Click OK.

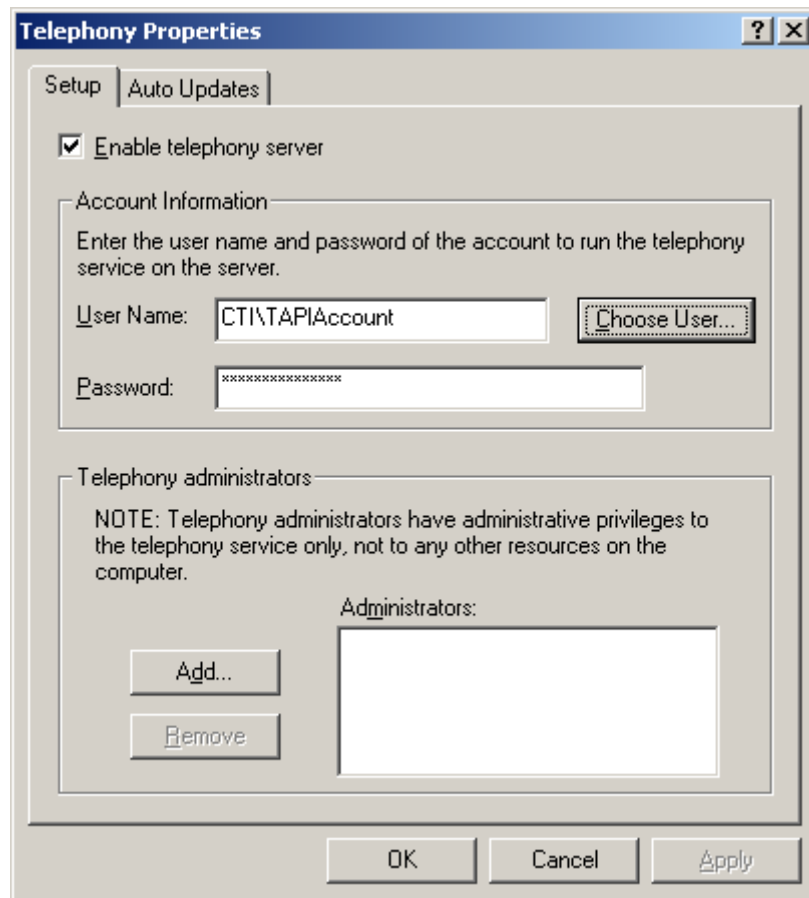


Or alternatively, clicked Advanced, then Find Now to list users. Select the required account.

The screenshot shows the 'Select Users' dialog box. At the top, it has a title bar with a question mark and a close button. Below the title bar, there are two sections for search criteria. The first section, 'Select this object type:', has a dropdown menu set to 'Users' and a button labeled 'Object Types...'. The second section, 'From this location:', has a dropdown menu set to 'Entire Directory' and a button labeled 'Locations...'. Below these sections is a 'Common Queries' tab. Under this tab, there are two rows of search criteria. The first row is 'Name:' with a dropdown menu set to 'Starts with' and an empty text box. The second row is 'Description:' with a dropdown menu set to 'Starts with' and an empty text box. Below these rows are two checkboxes: 'Disabled accounts' and 'Non expiring password', both of which are unchecked. At the bottom of the 'Common Queries' section is a dropdown menu labeled 'Days since last logon:'. To the right of the search criteria are three buttons: 'Columns...', 'Find Now', and 'Stop'. Below the search criteria is a 'Search results:' section. This section contains a table with three columns: 'Name (RDN)', 'E-Mail Address', and 'In Folder'. The table lists several users, with 'Administrator' selected. The 'E-Mail Address' column is empty for all users. The 'In Folder' column shows 'CTI.local/Users' for all users.

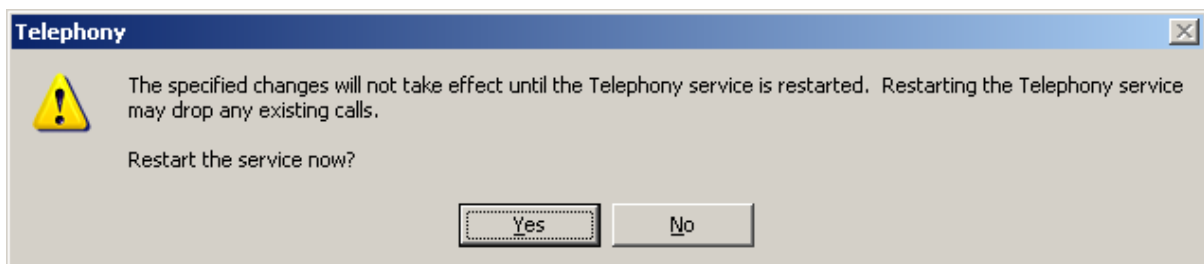
Name (RDN)	E-Mail Address	In Folder
Administrator		CTI.local/Users
Guest		CTI.local/Users
John Thompson		CTI.local/Users
krbtgt		CTI.local/Users
Rachel Smith		CTI.local/Users
SUPPORT_3...		CTI.local/Users
TAPIAccount		CTI.local/Users

Enter the password for that account. It is recommended that the password for this account is not changed (such as 30 day policies) as this will cause the service to fail at a later date.



The image shows the 'Telephony Properties' dialog box with the 'Setup' tab selected. The 'Auto Updates' tab is also visible. The 'Enable telephony server' checkbox is checked. Under 'Account Information', the 'User Name' is set to 'CTI\TAPIAccount' and the 'Password' is masked with 'xxxxxxxxxx'. A 'Choose User...' button is next to the user name field. Under 'Telephony administrators', there is a note: 'NOTE: Telephony administrators have administrative privileges to the telephony service only, not to any other resources on the computer.' Below the note are 'Add...' and 'Remove' buttons and an empty list box labeled 'Administrators:'. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

The following message will appear. Click No.

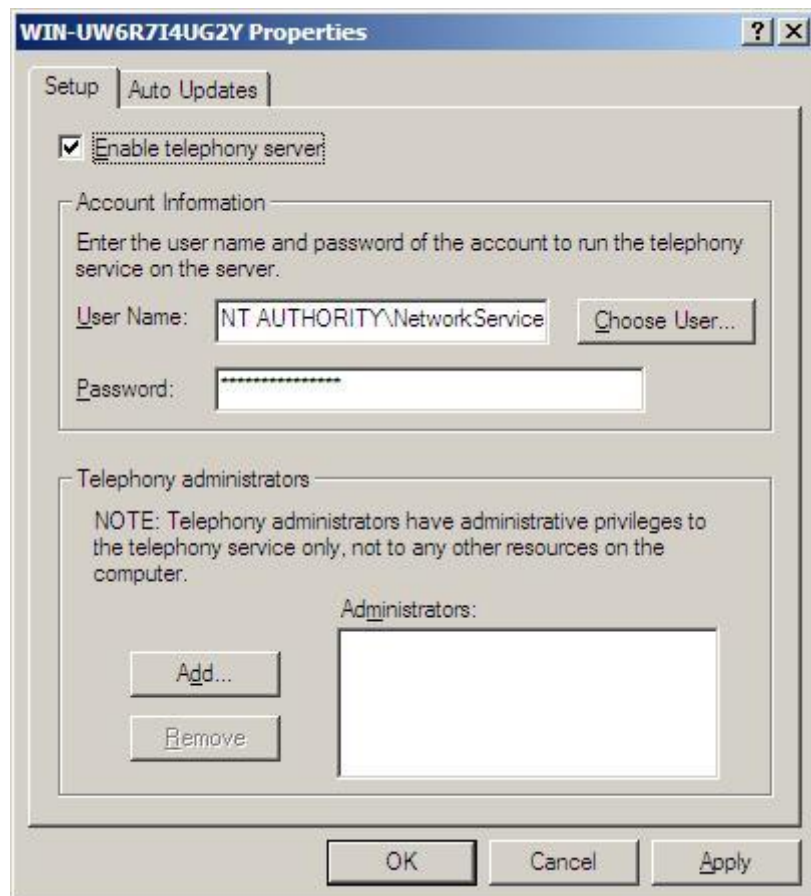


The image shows a 'Telephony' warning dialog box. It contains a yellow warning icon and the text: 'The specified changes will not take effect until the Telephony service is restarted. Restarting the Telephony service may drop any existing calls.' Below this text is the question 'Restart the service now?' and two buttons: 'Yes' and 'No'.

The server must now be restarted.

Windows 2008

To enable the Telephony Server in Windows 2008, from the Start / Run menu type 'mmc tapimgmt.msc' and press enter. In the Window that appears, under Telephony, right click the server name and select properties. Check the 'Enable Telephony Server' box and click OK.



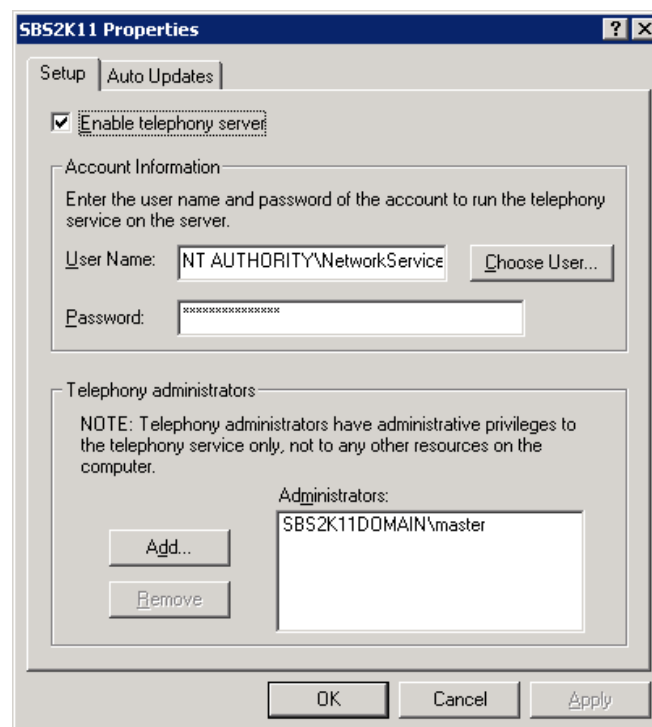
The Telephony service will restart and the telephony server will be enabled. If there is an error saying 'No Call Appearance Available' refer to Microsoft KB939394, that offers a solution to that problem.

Windows Small Business Server

Windows Small Business Server (SBS) follows the same installation as the respective 2003, 2008 and 2011 versions.

However for Small Business Server to enable MS Telephony Server in Small Business Server 2008/2011 the following article has to be followed <http://support.microsoft.com/kb/939394/>.

Due to configuring MS Telephony Server as per following support document <http://support.microsoft.com/kb/939394/>, the following is also required to enable a Telephony Administrator. The Domain Administrator account and/or the current logged in user to the SBS Server must be assigned as a Telephony Administrator.

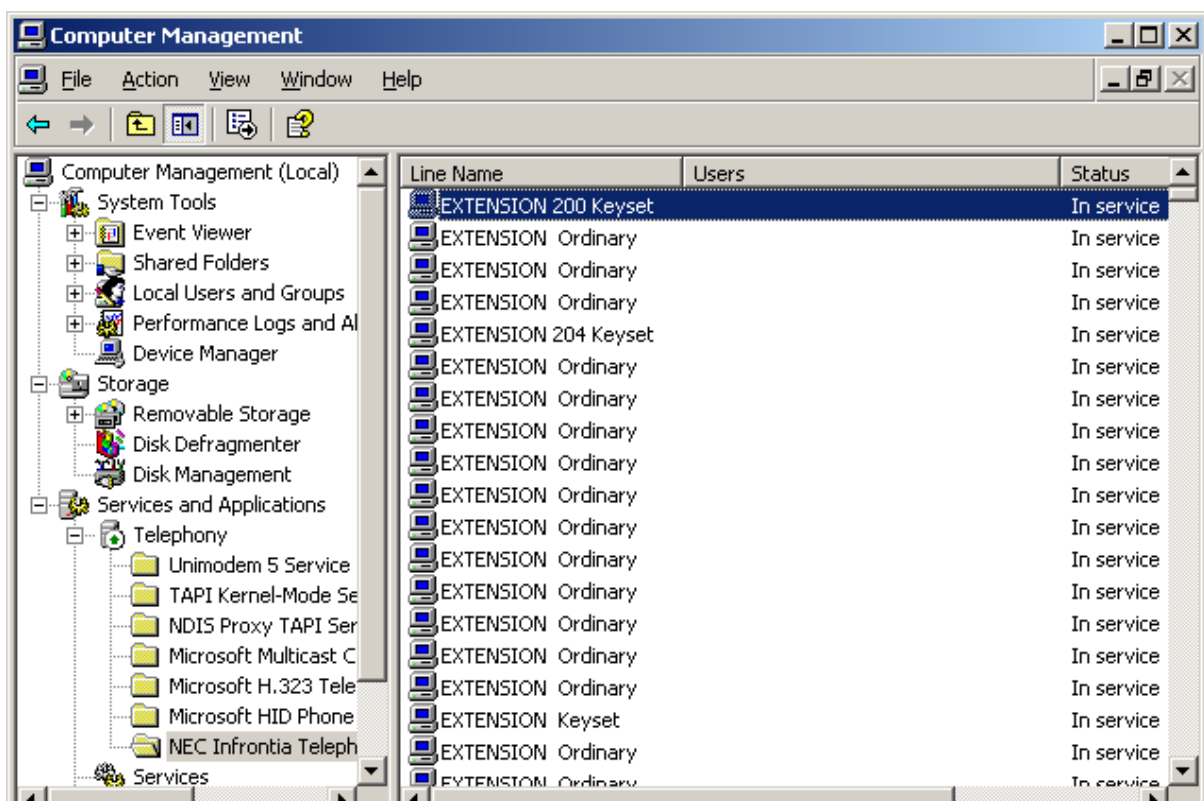


Assigning Users to Extensions.

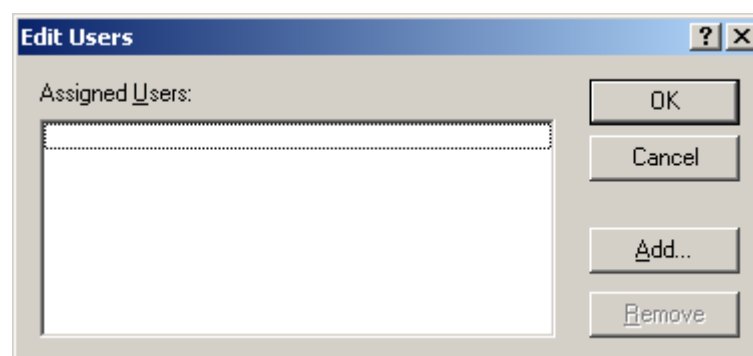
Each user must be allocated the extensions to be allowed to monitor/control. This is based on the Microsoft Network Logon and is configured within the computer management tool. This gives domain user permissions to TAPI extensions. Without allocating extensions to users the client computers will not be able to control or monitor their extension.

In Windows 2003, click Start-Programs-Administrative Tools-Computer Management. Double click Services and Applications and click on the NEC Infrontia Telephony Service Provider. In the right hand pane, there will be a list of extensions.

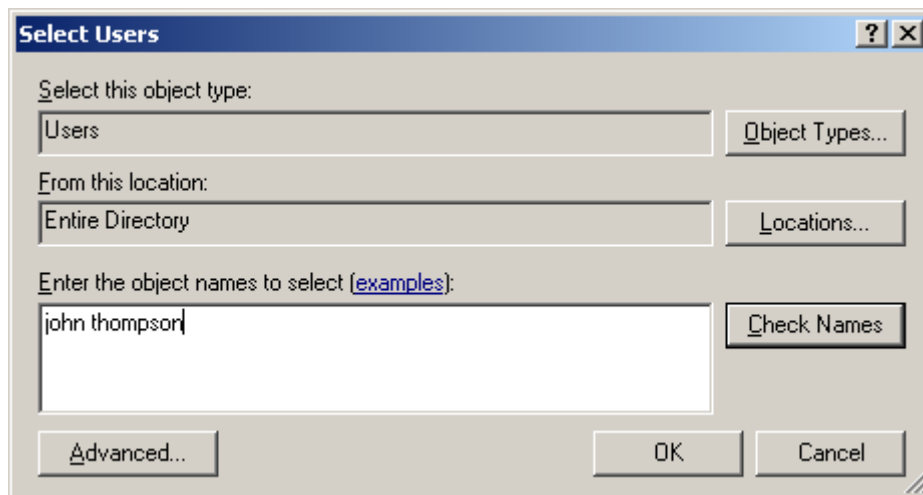
To access the same menu in Windows 2008, click Start / Run and type tapimgmt.msc and press enter.



Double click on one of the extensions and click Add.



The Select Users screen will then appear. Type in the user's name.



Select Users [?] [X]

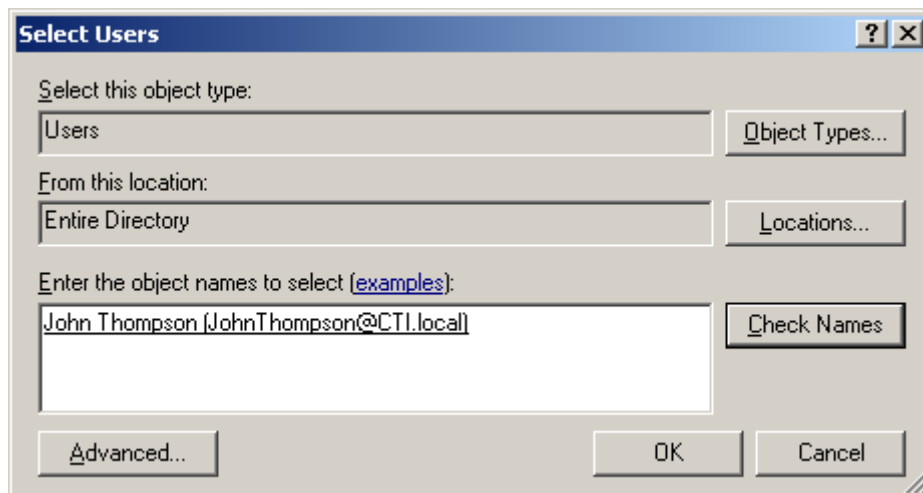
Select this object type:
Users [Object Types...]

From this location:
Entire Directory [Locations...]

Enter the object names to select (examples):
john thompson [Check Names]

[Advanced...] [OK] [Cancel]

Click Check Names, the name will then fully resolve.



Select Users [?] [X]

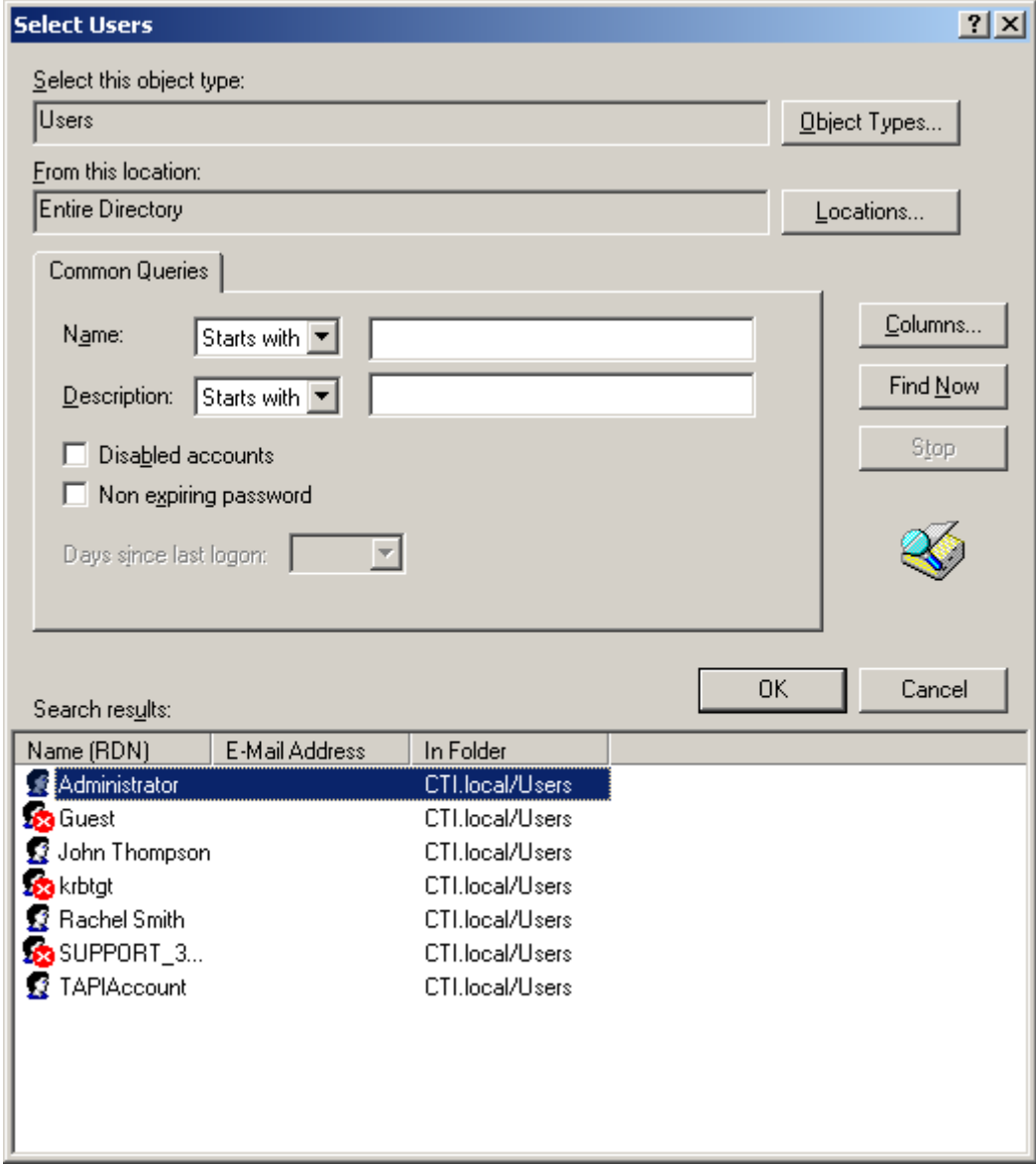
Select this object type:
Users [Object Types...]

From this location:
Entire Directory [Locations...]

Enter the object names to select (examples):
John Thompson (JohnThompson@CTI.local) [Check Names]

[Advanced...] [OK] [Cancel]

Or alternatively, clicked Advanced, then Find Now to list users. Select the required account.



The 'Select Users' dialog box is used to search for users in a directory. It includes fields for object type, location, and search criteria. The search results are displayed in a table below the search options.

Select this object type:
Users

From this location:
Entire Directory

Common Queries

Name: Starts with []

Description: Starts with []

☐ Disabled accounts

☐ Non expiring password

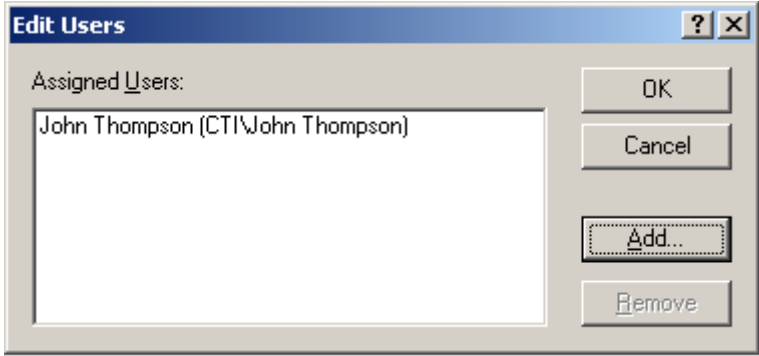
Days since last logon: []

Buttons: Columns..., Find Now, Stop, OK, Cancel

Search results:

Name (RDN)	E-Mail Address	In Folder
Administrator		CTI.local/Users
Guest		CTI.local/Users
John Thompson		CTI.local/Users
krbtgt		CTI.local/Users
Rachel Smith		CTI.local/Users
SUPPORT_3...		CTI.local/Users
TAPIAccount		CTI.local/Users

Click Ok.



The 'Edit Users' dialog box is used to manage the list of assigned users. It includes a list of assigned users and buttons to add or remove users.

Assigned Users:

John Thompson (CTI\John Thompson)

Buttons: OK, Cancel, Add..., Remove

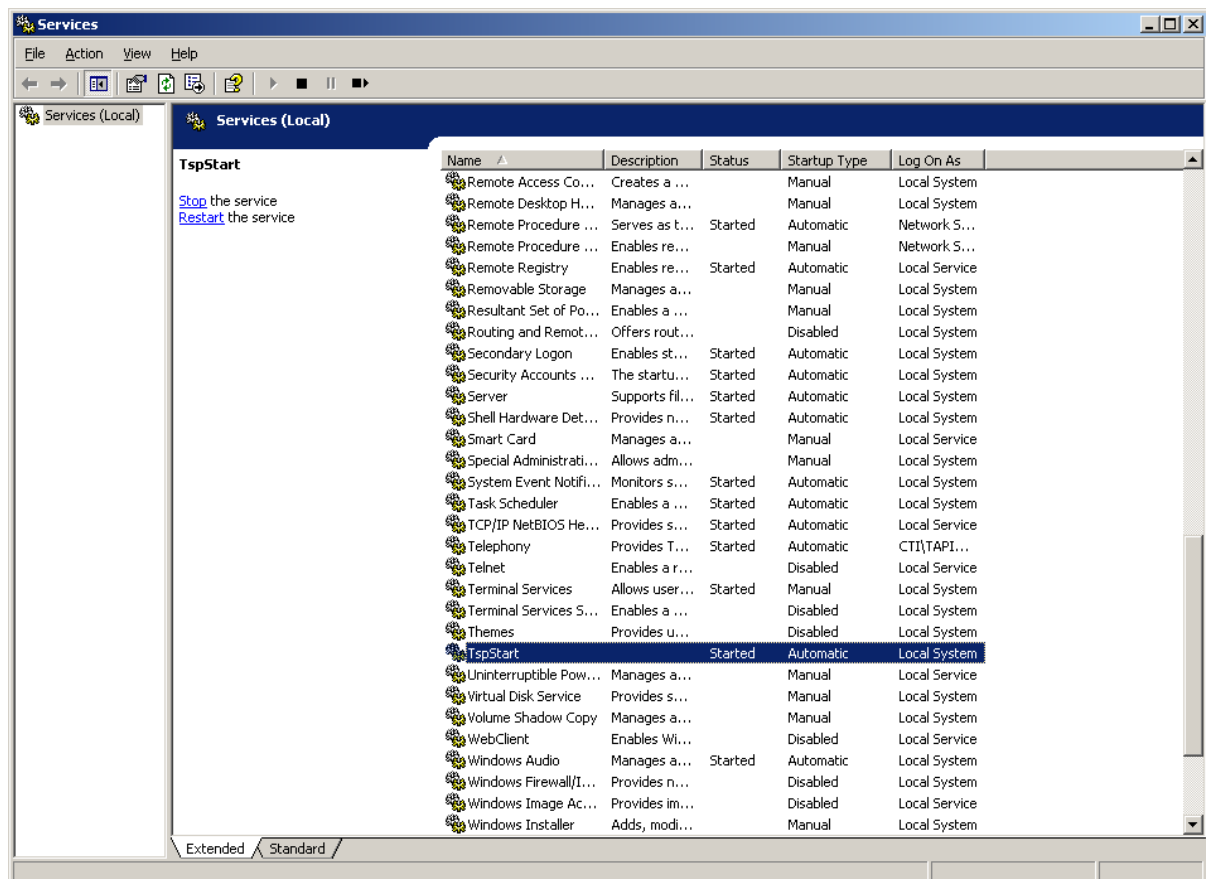
Click Ok.

Upgrading the 3rd Party TAPI Driver

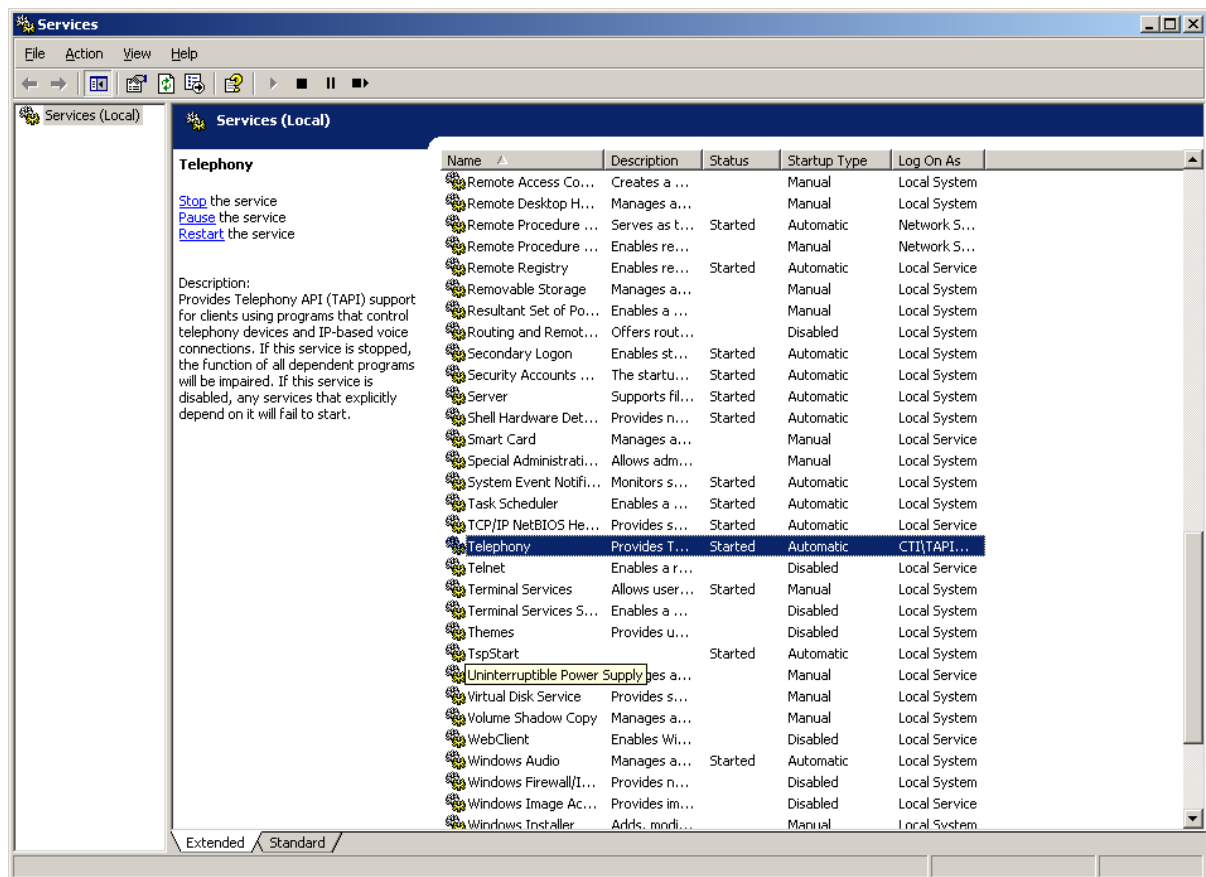
The upgrade of tsp requires a the existing TSP (CYG_TSP.tsp) file to be replaced by the new TSP.

Right-click the Services icon from within the Control Panel (Start-Settings- Control Panel - Administrative Tools).

Select TspStart Service and click Stop button.



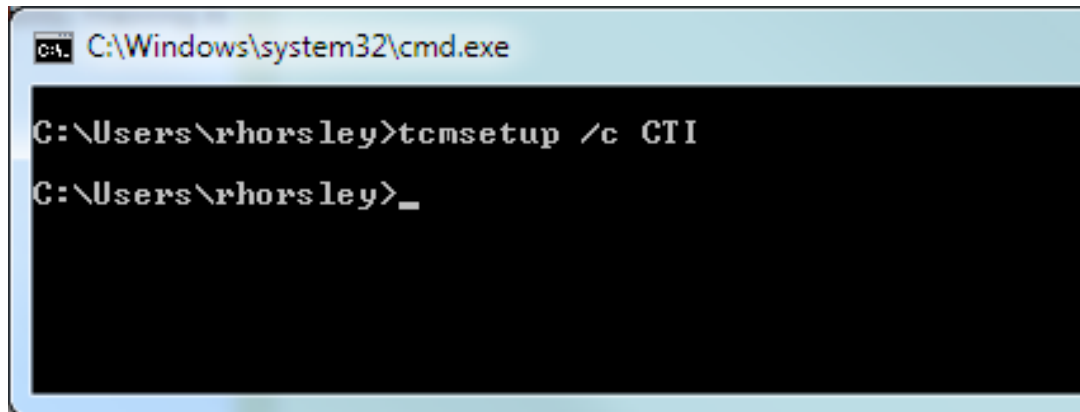
Select the Telephony Service and click Stop button.



Copy the new CYG_TSP.tsp file to C:\WINNT\SYSTEM32 (assuming C:\WINNT is the location of the field). You will be asked if you are sure you want to replace, Click Yes. Restart the computer.

Enabling TAPI Client

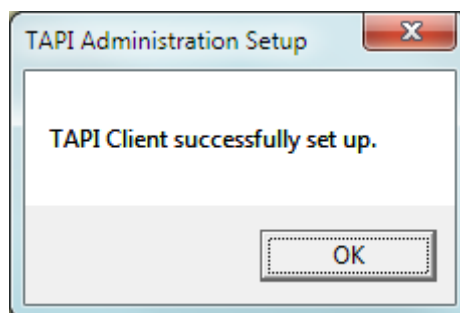
To allow a client PC to connect to a Telephony server, the client PC should be connected a Domain. The user account should already have been assigned to an extension or a domain administrator account will see all devices. To enable the TAPI client, from a command prompt type `tcmsetup /c servername` where `servername` is the name of the telephony server. The example below show the TAPI client being enabled on a server called CTI.



```
C:\Windows\system32\cmd.exe

C:\Users\rhorsley>tcmsetup /c CTI
C:\Users\rhorsley>_
```

Once the command has run, a confirmation box will be displayed.



The TAPI client is now enabled and is available for use.

There is a known issue that will stop a TAPI client from using the telephony service, on Windows Vista 64 Bit, 7 64Bit, see KB2304914 for details.

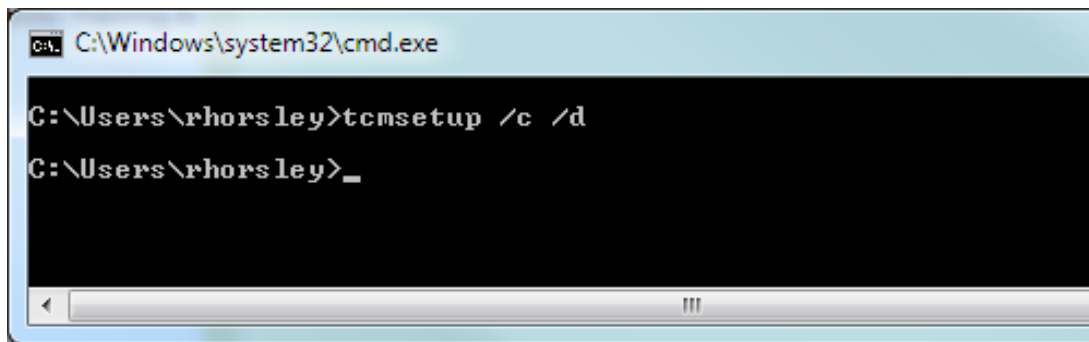
(<http://support.microsoft.com/kb/2304914>)

Where Windows Firewall is enabled on Server and/or Client PC's, the File and Printer sharing exception MUST be enabled as an exception under the Windows Firewall settings.

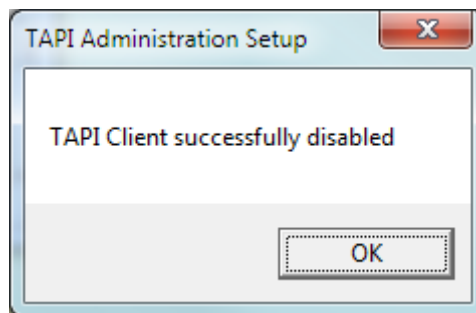
Where File and Printer Sharing Exception is not enabled, the TAPI Client experiences several seconds delay in observing LineCallState messages from the TAPI Server. This also can slow the server leading to delay on other clients.

Disabling TAPI Client

To Disable the TAPI client start a command prompt



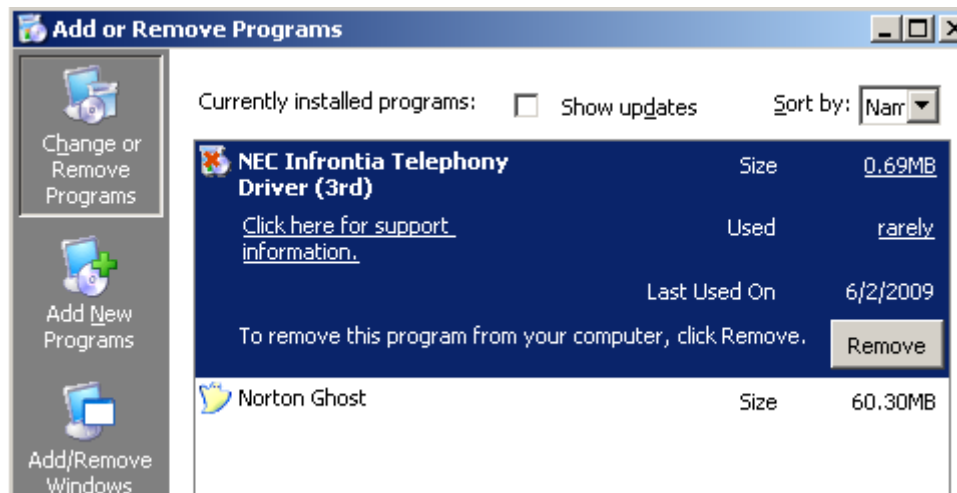
Once the command has run, a confirmation box will be displayed.



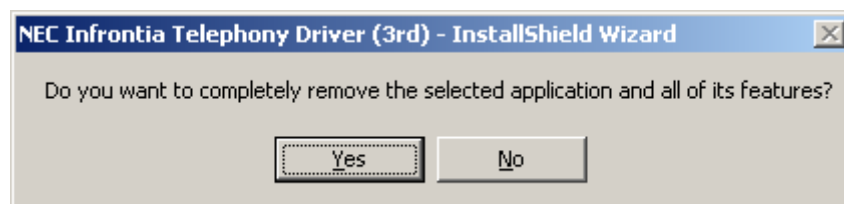
The TAPI client has now been disabled.

Uninstalling the 3rd Party TAPI Driver

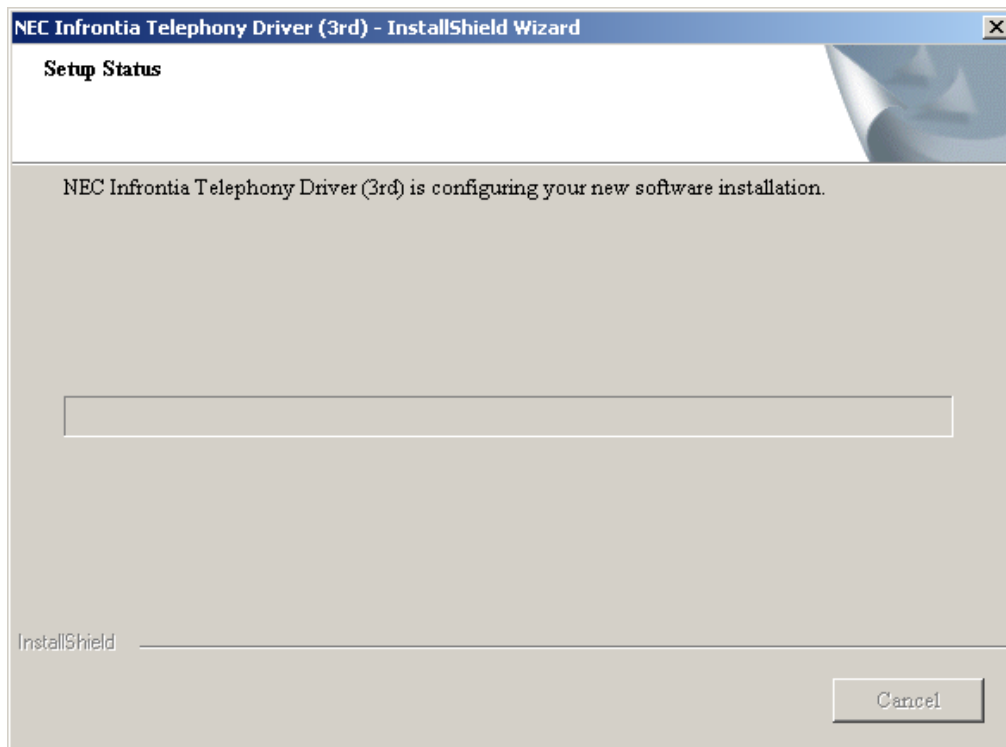
Go to Control Panel, Add/Remove Programs. Select NEC Infrontia Telephony Driver (3rd), click Remove.



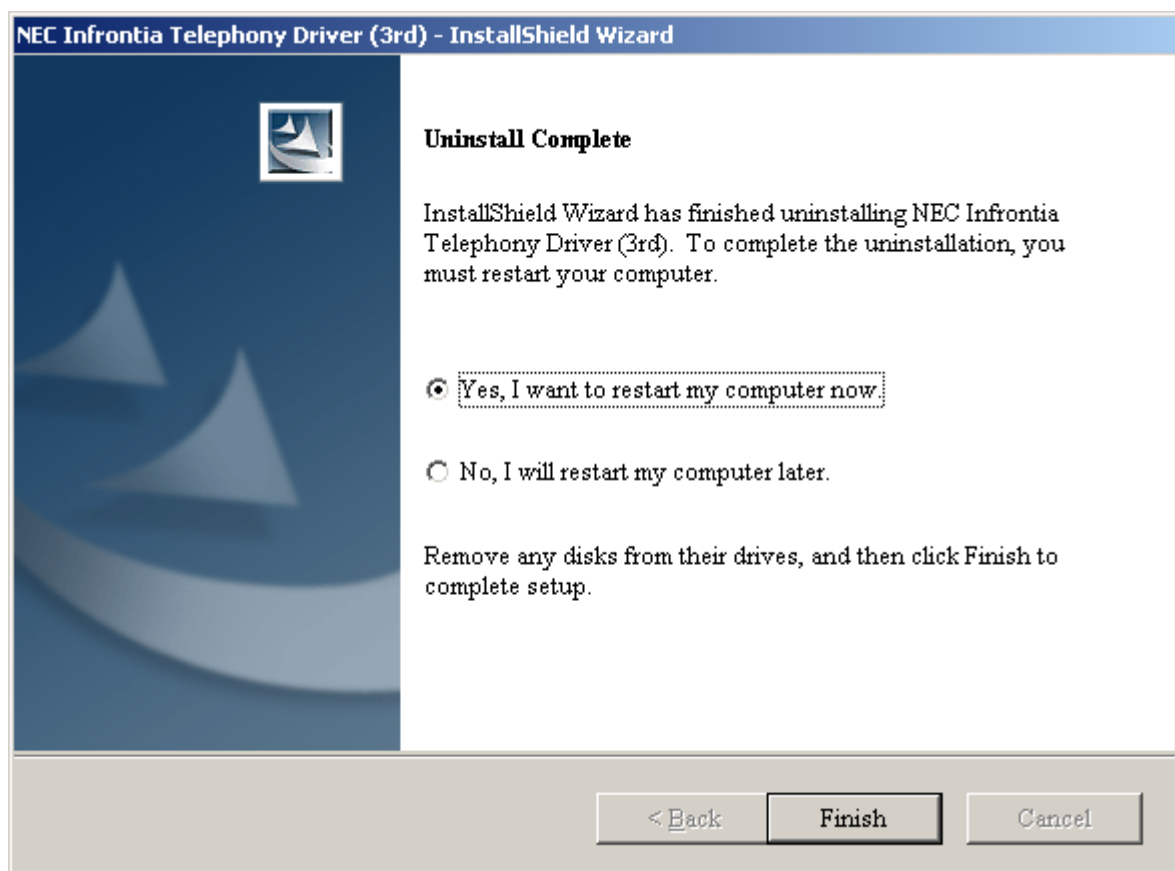
The verification message appears. Click Yes.



The un-install will begin.



Once complete the following screen will appear. Select Yes I want to restart my computer now and click Finish.



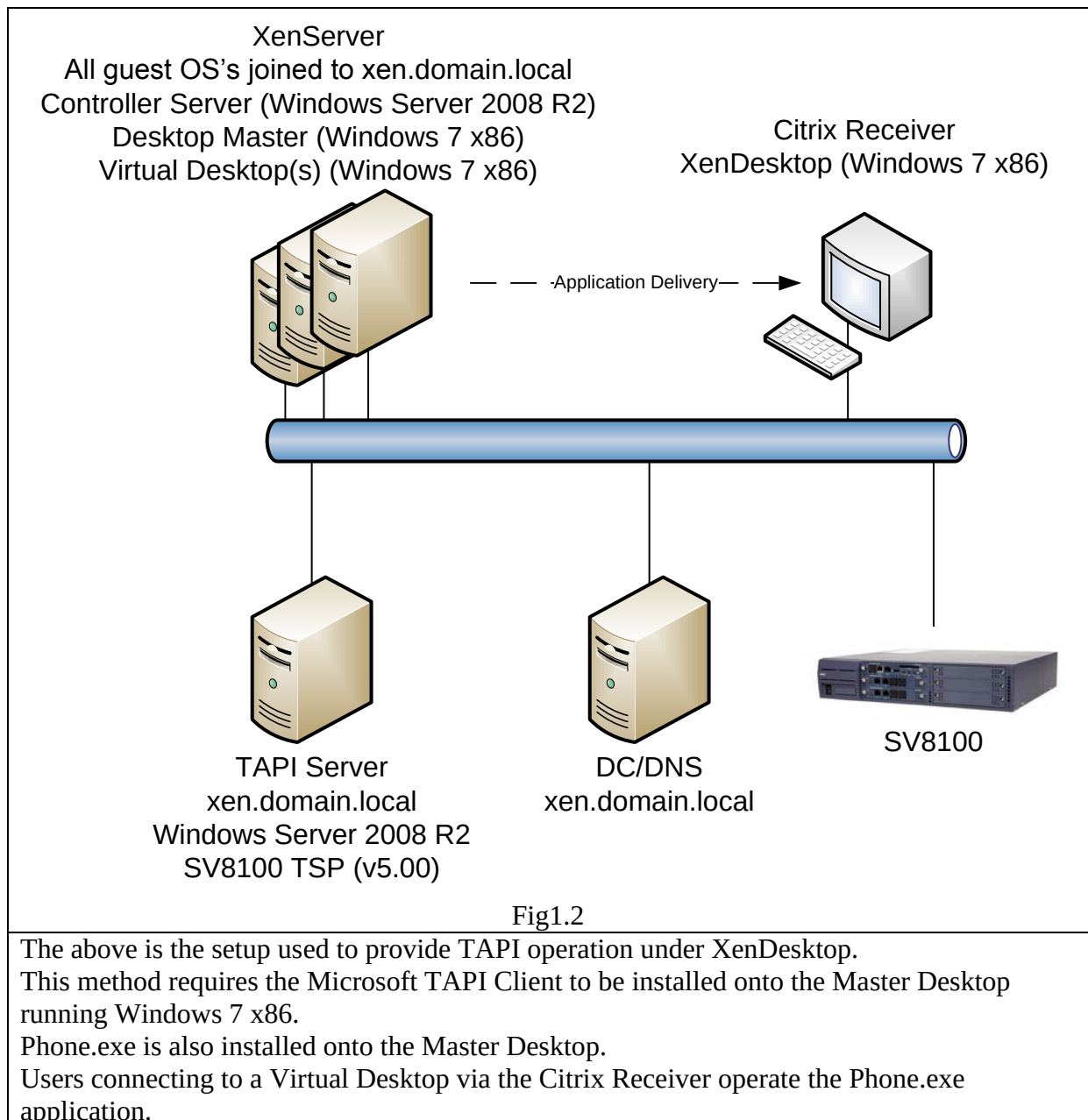
Uninstall is now complete.

TAPI in a Citrix Environment

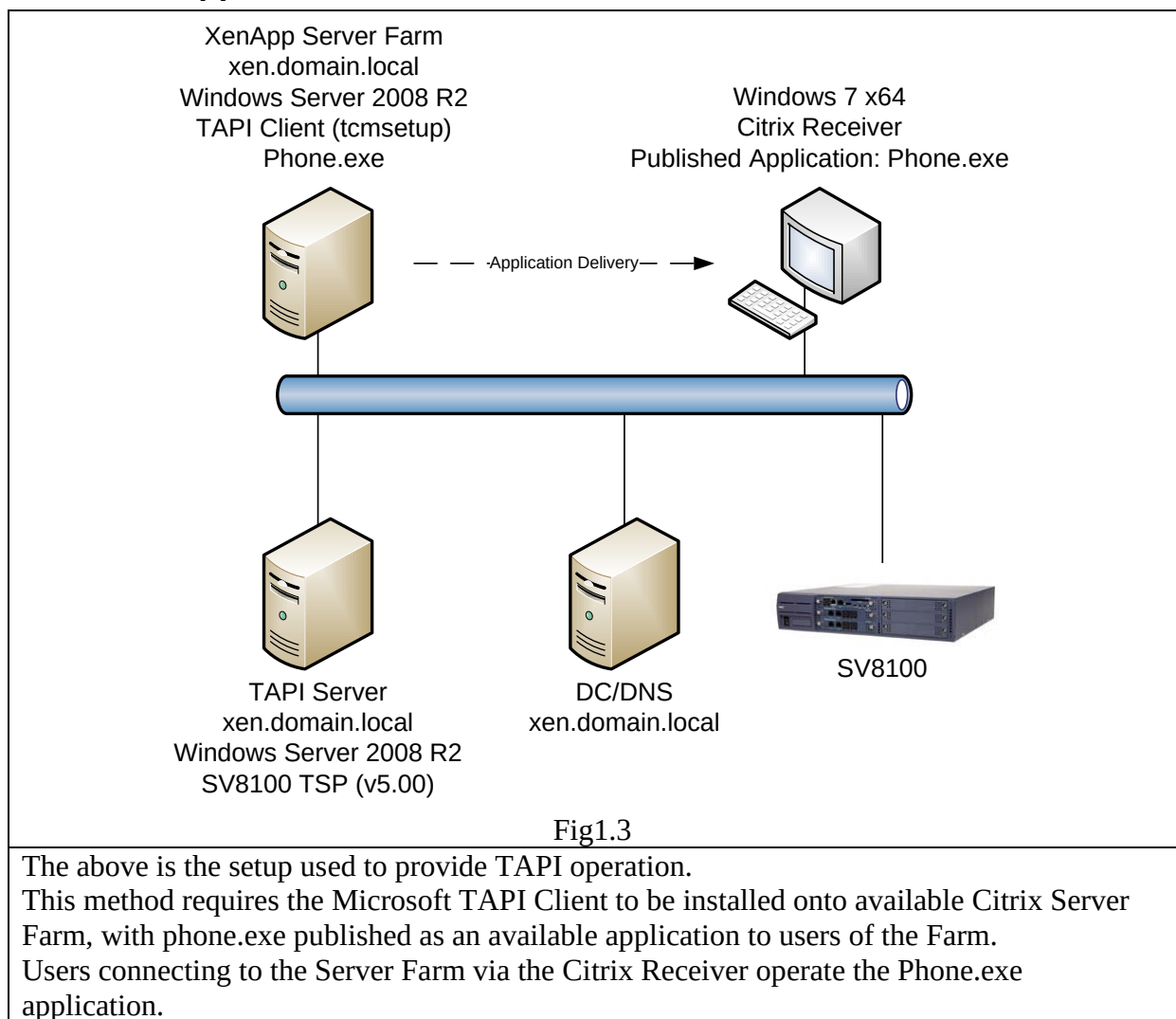
A TAPI Client can work within a Citrix Virtualised Desktop environment.

Examples follow using Phone.exe operating under Citrix XenApp and Citrix XenDesktop (Utilising Citrix XenServer).

Citrix XenDesktop



Citrix XenApp



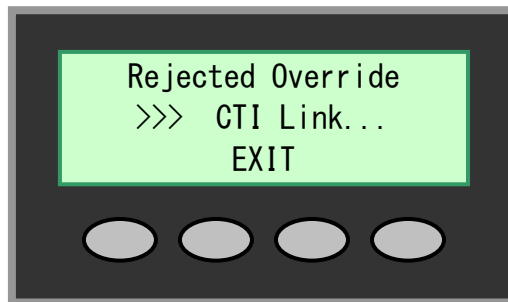
Citrix Versions utilised for test, it is recommended this version or higher is utilised for provision of TAPI.

Citrix XenApp	11.6.1 build 10007
Citrix XenDesktop	5.5
Citrix XenServer	V5.6.100 (SP2)

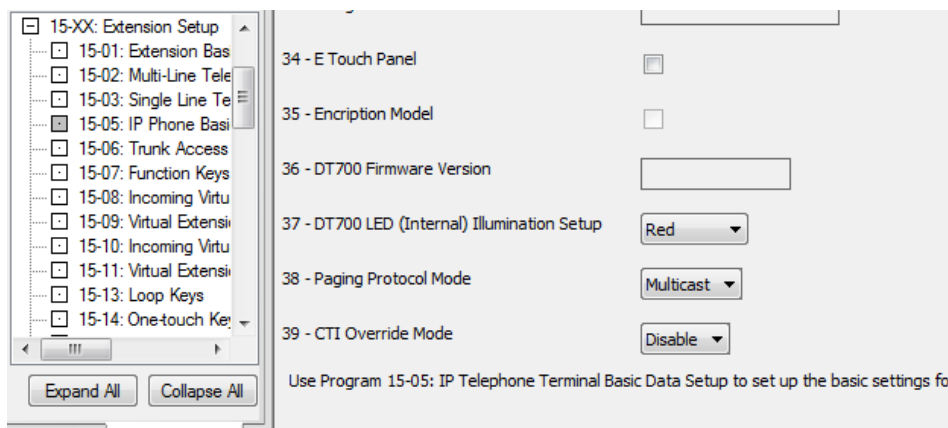
Hotdesking with CTI

From SV8100 R3 it is possible to hotdesk on DT700, Desktop Suite and MH240 phones when 1st or 3rd party CTI connections are established.

Prior to this version if an attempt at hotdesking was made the following error would be displayed :-



By default in SVV8100 R3 this function is off. It can be enabled on a per extension basis using Programming Command 15-05-39 Override mode for CTI"



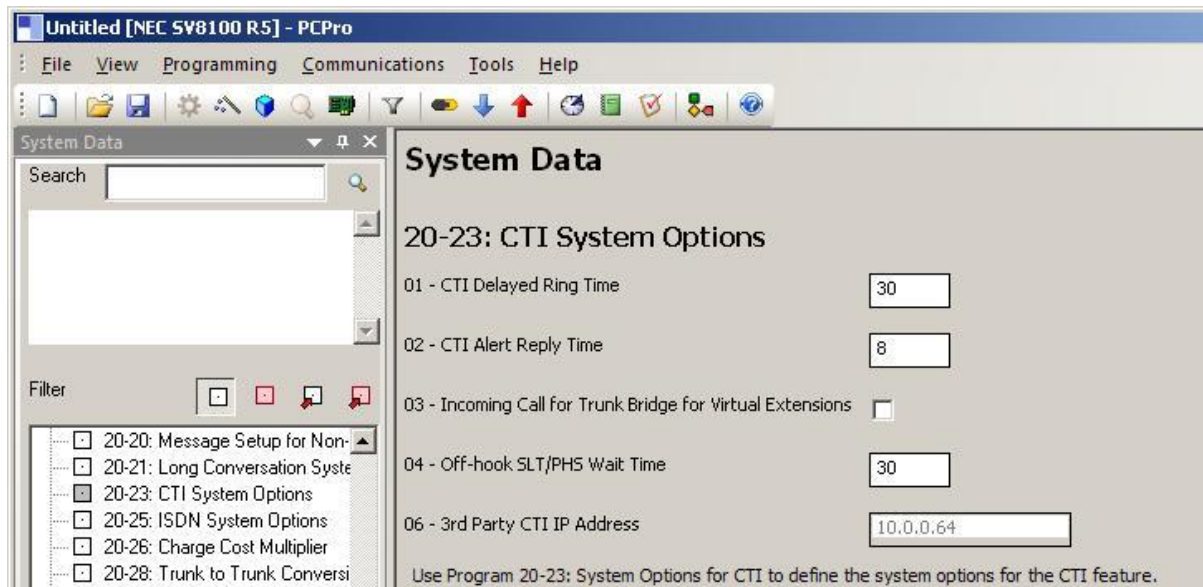
Once enabled if a hotdesking attempt is made it will override the extension that is currently using that extension number successfully.

Important: This feature can only work correctly with phones of the same type and number of keys. Hotdesking different phone types will cause errors and cannot be supported.

3rd Party CTI IP Address

Using R5 System software and Version 5.00 of SV8100 PC Programming it is possible to see the IP address of the PC that is running 3rd Party TAPI driver. As only one PC can be connected to the SV8100 at any one point in time, this can be particularly useful for an installer who could be trying to determine which PC was running the 3rd Part TAPI driver and was connected the SV8100.

PRG command 20-23-06 can be used to see the IP address of the PC running the TAPI driver.



Outlook Dialing Rules

In order to dial out directly from Outlook on a pc with the TAPI client enabled, the numbers should be stored in canonical format. Further information on storing numbers in canonical format, see KB318575 for further details. (<http://support.microsoft.com/kb/318575>)